


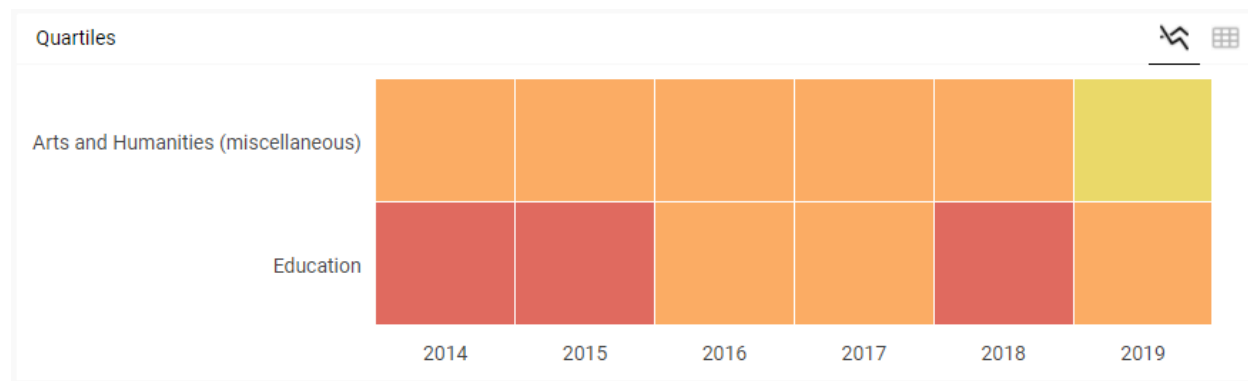
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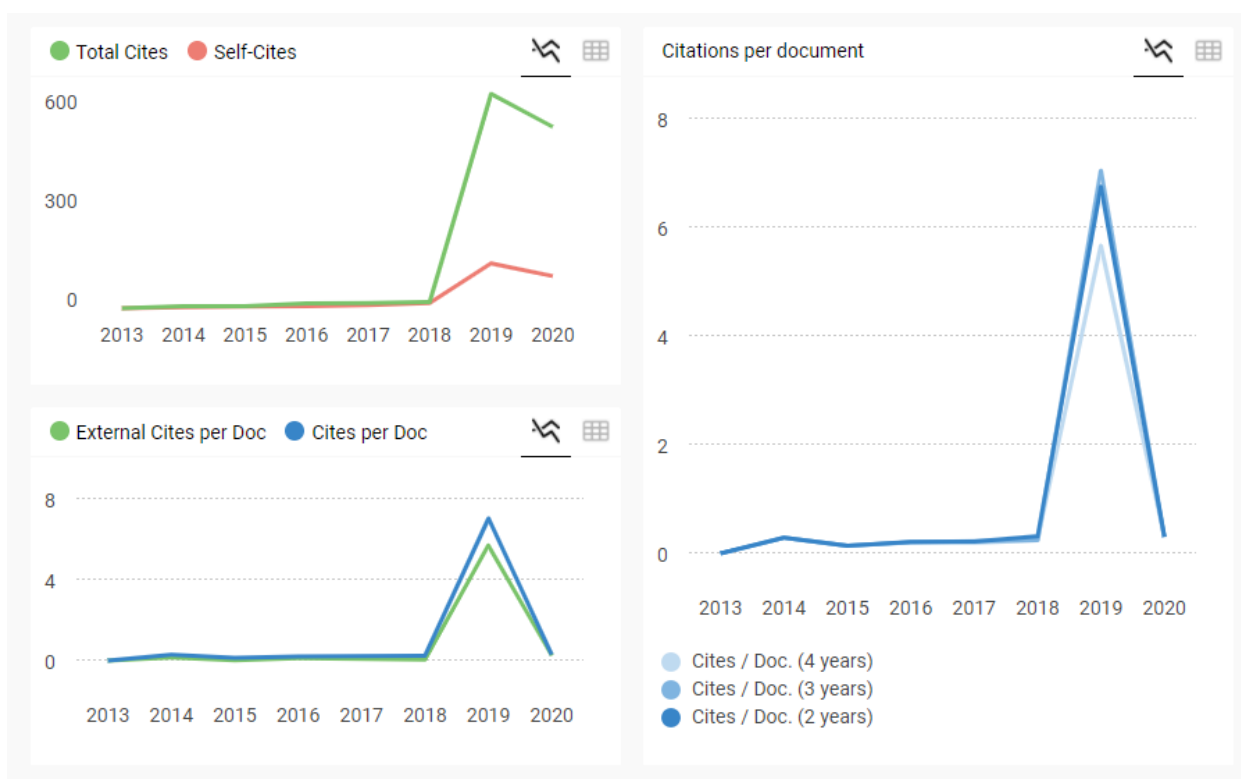
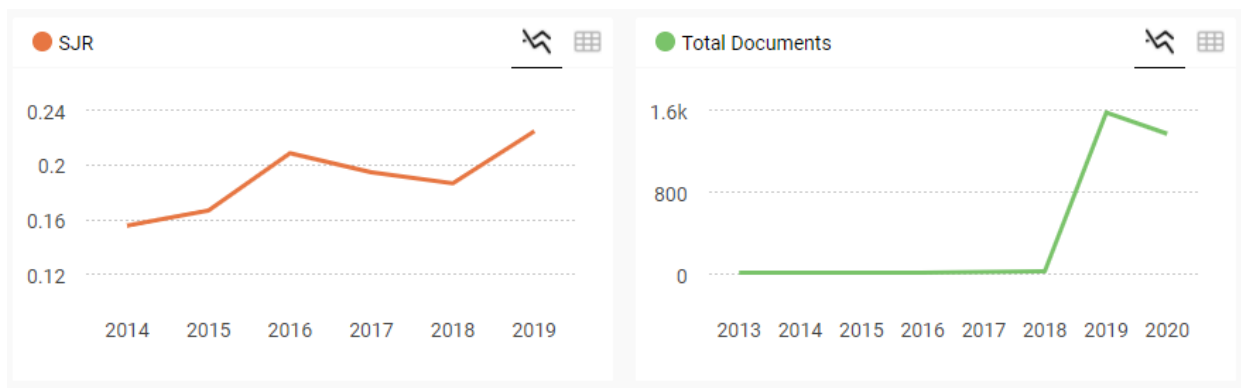
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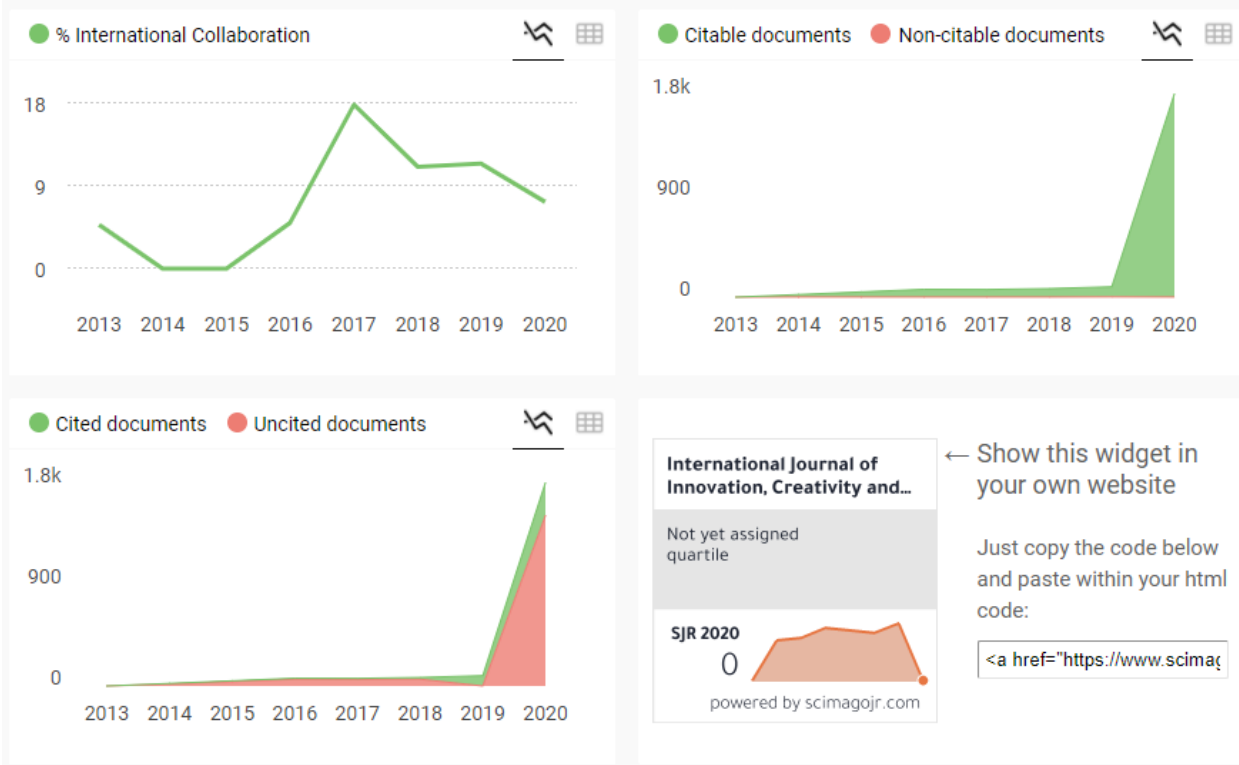
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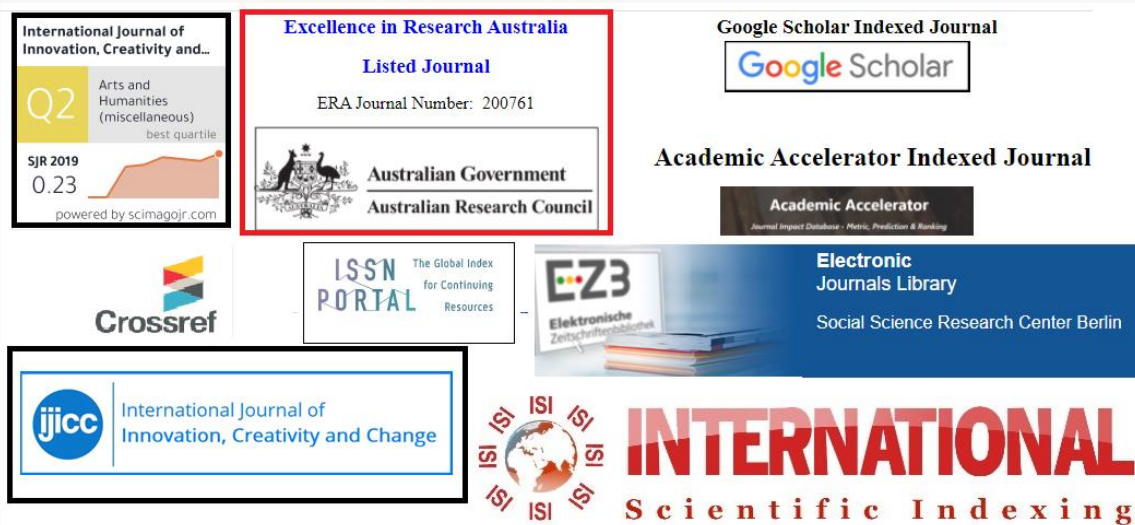
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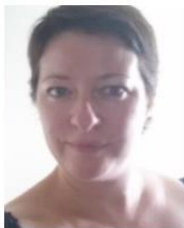
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Vol 13 Iss 11

[Pdf](#) The Role of Construction of Learning Models: Analysis of Learning Outcomes and Student Competencies

Aditya Pratama^a, Christian Wiradendi Wolor^b, Mardi^c, Nadya Fadillah Fidhyallah^d, Hengky Pramusinto^e, ^{a,b,c,d}Faculty of Economics, Jakarta State University, Jakarta, ^eSemarang State University, Semarang, Email: ^aadityapratama@unj.ac.id

This experimental research with quasi-experimental design investigates the achievement of competencies and student learning outcomes through the role of learning models. Construction in the learning model acts as an important prerequisite for achieving competence in accounting. The samples of this study were all students of SMK Negeri 40 Jakarta. Samples were taken using the Non-Equivalent Control Group Design technique. The results of testing the requirements analysis state that in the normality test the two classes are normally distributed. Homogeneity data variance test results are homogeneous. Hypothesis testing results indicate that: 1. Obtained, t-count of 2.955 with t-table of 1.667 means there is an influence in the cooperative learning model Type Numbered Head Together (NHT) on learning outcomes. 2. The competency of students in trading company accounting practicum with special journal material increases. Based on the results of the test model, using the learning model has an impact on improving learning outcomes and on increasing the competence of trade accounting practicum. Pages 1 to 12

[Pdf](#) Does the Age of Islamic Banks Matter? A Case Study of Pakistan

Ali Burhan Khan^a, Misbah Noreen^b, Ehsan Ul Hassan^c, Ammara Sarwar^d, Most. Asikha Aktar^e, Muhammad Hatim^f, Furrah Abbas^g, ^{a,b}PhD. Scholar, School of Economics, Finance and Banking University Utara Malaysia, Malaysia, ^cPhD. School of Economics, Finance and Banking University Utara Malaysia, Malaysia, ^dPhD. Scholar, Lahore School of Accountancy and Finance The University of Lahore, Pakistan, ^eAssistant Professor, Department of Economics Comilla University, Bangladesh, ^fPhD. Scholar, School of International Studies University Utara Malaysia, Malaysia, ^gPhD. Scholar, School of Languages, Civilization and Philosophy, University Utara Malaysia, Malaysia, Email: ^aaliburhan963@gmail.com, ^bmisbahnoreen343@yahoo.com, ^cehsanulhassan786@gmail.com, ^dammara.sarwar@sgd.uol.edu.pk, ^easikharita@gmail.com, ^fmohammed.hatim.uk@gmail.com, ^gfurrah.abbas@gmail.com

The objective of the present study is to analyse the impact of Islamic banks' age along with other firm specific variables (size, liquidity and leverage) on their performance in Pakistan. For this purpose, the empirical investigation was made through Fixed Effect Model (FEM) by selecting the annual data period from the years 2006 to 2018. It was found that an increase in age of Islamic banks has a negative relationship with their performance. However, size and liquidity contribute positively towards Islamic banks' performance, whereas, no effect of leverage was observed. Overall, the study concludes that the firm-specific variables explain the Islamic banks' performance in Pakistan. This study also provides useful insight to managers and Islamic banks' customers regarding firm-specific determinants of the Islamic banks operational in Pakistan. Pages 13 to 24

[Pdf](#) The Antecedents and Consequences of Country Reputation Management (CRM): An Agenda for Future Research

Zulhamri Abdullah^a, Bahtiar Mohamad^b, Raji Ridwan Adetunji^c, ^aCommunication Department, FBMK, Universiti Putra Malaysia, Malaysia, ^bAdvanced Communication Research Unit (ACRU), School of Multimedia Technology and Communication, Universiti Utara Malaysia, Malaysia, ^cCollege of Communication and Media Sciences, Zayed University, United Arab Emirates (UAE)

The purpose of this paper is to develop and validate a proposed conceptual framework on country reputation in an organisational context. A literature review was analysed to identify the key variables of country reputation. It is believed that a reliable and valid multidimensional framework was obtained to measure country reputation. Three main antecedents of country reputation are effective government, an appealing environment, and an advanced economy. In addition to this, the purchase intentions of imported products are the consequences of country reputation. The study is among the first attempt to develop a proposed conceptual framework of country reputation. The study contributes to Malaysia's reputation of literature in the sense of improving national development for the critical inquiry of impression management. Pages 25 to 38

Prototypical Features and Practices of Romanised Arabic in Computer-mediated Communication

Essa Salem^a, ^aUniversity of Jordan Department of English Language and Literature, Email: es.salem@ju.edu.jo

Advancements in computer-mediated communication (CMC) tools have had a great impact on the language used in interactions via these tools. This study explores recurrent features and patterns used by Jordanians on Facebook and WhatsApp in their Romanised Arabic interactions. To this end, a corpus of 200 Facebook posts/comments (collected from 36 randomly-selected informants representing different age groups, gender, and socio-economic backgrounds), transcripts of interactions in three WhatsApp groups, and dyadic WhatsApp text messages was compiled. The analysis was intended to find patterns in the use of language on the two social media platforms and required the occurrence of the same feature in both genres to be regarded as recurrent. The results reveal that there are two innovative recurrent practices related to Romanised Arabic (RA): transliteration of RA characters, and stereotypical code-switching (CS) practices that aim at establishing an online social identity. The findings also show that RA representation has three aspects: orthographic, linguistic and paralinguistic. The study provides insights into understanding how technological tools have changed language use in virtual communications. Pages 39 to 57

The Right of Self-determination by the Free Papua Movement through International Law Analysis

Adelia Putri Zulkarnain^a, Arie Afriansyah^b, ^{a,b}Faculty of Law, Universitas Indonesia, Email: zulkarnainadelia@gmail.com, arie.afriansyah@ui.ac.id

This paper calls the question of the right of self-determination under International Law. The issue of self-determination in Indonesia was re-triggered in December 2018, when the Free Papua Movement shot the employees of PT Istaka Karya, and 16 out of 28 people died in that tragedy. The Free Papua Movement, also known as OPM, is the first group to have echoed the independence for Papua since 1965. The Papua, known as West Papua by international society, has been a never-ending debate among scholars. The purpose of this study is to find the concept of self-determination, and peoples who are entitled to that right. The research method used is normative legal research and uses a historical approach and a doctrinal approach. The result shows that the concept of the right of self-determination is related to the context of decolonisation, which reveals the type of self-determination – not limited to external self-determination, but internal as well. Such context is not present in the Papua circumstances, whatsoever. Pages 58 to 73

Scenarios and the Delphi Method - A Perspective from the Contributions of North American Authors

Jhon W Zaritha^a, William E. Halal^b, Juan C Palacio^c, Juan C Oviedo^d, ^aSchool of Engineering, Faculty of Agroindustrial Engineering, Universidad Pontificia Bolivariana, ^bGeorge Washington University, ^cDirector Faculty of Agroindustrial Engineering, Universidad Pontificia Bolivariana, ^dResearch profesor, Universidad Pontificia Bolivariana, Email: jhon.zaritha@upb.edu.co, halal@gwu.edu, juan.palacio@upb.edu.co, juan.oviedo@upb.edu.co

This article seeks to identify the North American contributions to the foresight framed in studies on scenarios and the Delphi method. For this purpose two search equations were made in the Scopus database, with the keywords "foresight", "Delphi Method" and "Scenarios". In order to find papers on Delphi applications and scenarios, based on the results obtained, an in-depth analysis was carried out on the documents of authors from the United States and Canada. In the search equation one, focused on scenarios, 66 papers were found, and 50 papers in the search equation focused on the Delphi method. From these 116 papers, 20 were studies conducted by authors from North America. Among the most important results, the contributions against methods and techniques used for Delphi such as Delphi policy, focus groups and WEB Tool for Delphi in real-time are highlighted. In scenarios, they made contributions in serious games, game cards, imaginative narratives, and sensitivity analysis. It was also found that North America, in the sample analysed, has collaborated with 17 percent of the total of papers for scenarios, and in Delphi, 14 percent. In scenarios that take into consideration the top five countries, North America contributes 30 percent – a figure higher than the 20 percent of France, which is considered the country of origin of the scenarios. Whereas with Delphi in the top four countries, North America is the region that contributes the most, with 25 percent, *equal with* Japan. Pages 74 to 95

The Influence of Religiosity on the Consumption of Eco-Friendly Food in Indonesian Muslim Millennials

Taufik Fahrur Rozi Sony^a, Mukhamad Najib^b, Kirbrandoko^c, ^{a,c}School of Business, IPB University, ^bDepartment of Management, IPB University, Email: sonytfr@yahoo.com, najib@apps.ipb.ac.id, denmas.kiko@gmail.com

The purpose of this research is to analyse the influence of religiosity among Muslim millennial generations on consumption intention of environment friendly food products. This study uses modified Theory of Planned Behaviour as the framework of analysis. The method used in this study is variance-based analysis of Structural Equation Modeling (SEM), specifically Partial Least Square (PLS) using Smart PLS 3.0 software. Respondents of this study are only Muslim between 20-40 years olds. Respondents filling the questionnaire via online numbered 154 persons. The results of the analysis conclude that all elements in the theory of planned behaviour influence significantly the intention of Muslim millennials to consume environment friendly food. Religiosity is the only influence significant in the attitude of Muslim millennials to consuming environment friendly food. These findings will be important for the food industry and marketing decision makers choosing the millennial Muslim market as their target market. It is also important for following research to study other characteristics affecting millennial Muslim choices about environmentally friendly food products. Pages 96 to 118

Face-to-Face and E-Learning: Lessons Learned from the Forced Shift to E-Learning during the COVID-19 Outbreak

Diena Dwidienawati^a, Sri Bramatoro Abdinagoro^b, David Tjahjana^c, Dyah Gandasari^d, Munawaroh^e, ^{a,b}Binus Business School, Bina Nusantara University, Indonesia, ^cUniversitas Multimedia Nusantara, Indonesia, ^dPolbangtan Bogor, Indonesia, ^eSwiss German University, Indonesia, Email: diena.tjiptadi@gmail.com

The COVID-19 pandemic outbreak is not only affecting human health, it is also affecting other aspects of human life. In the education sector, the recommendation of health authorities in many countries has forced the education sector to find an alternative to face-to-face delivery methods. In this critical situation, the smooth and easy alternative to face-to-face education is distance learning. Distance learning or e-learning has increasingly gained popularity in higher education. Even though e-learning is a hot topic, e-learning is still more of a supplement to education in normal conditions. During the COVID-19 outbreak in Indonesia, almost all universities in Indonesia are delivering lectures through e-learning. This is a good opportunity to find out student's perceptions of e-learning. This study aimed to see what students like and dislike about e-learning and what their preferences are after experiencing un-intentioned e-learning. A qualitative study using questionnaires as an instrument was conducted with University Students at 4 campuses in Greater Jakarta, Indonesia. They were asked to answer questions about their e-learning experiences, what they like, and what they dislike. One hundred and fifty-three questionnaires were analysed. The findings of the study showed that things that students like about e-learning were the flexibility; that it can be done anywhere; is easy, less time consuming and relaxing. The things that they dislike were an unstable internet connection; unclear lecture delivery; less interaction with lecturers and friends; and the inability to ask a question in detail or to have a discussion. Most students still preferred face-to-face learning compared to e-learning. This study contributes to e-learning literature. This study also contributes to e-learning practice. Pages 119 to 134

Teacher Competence, Commitment and Work Motivation: What Influences Performance in Yogyakarta

Abd. Madjid^a, Fitriah M. Suud^b, Siti Bahiroh^c, ^{a,b,c}Doctoral Program of Islamic Educational Psychology, Universitas Muhammadiyah Yogyakarta, Jin. Brawijaya, Tamantirto, Kasihan, Bantul, Yogyakarta, 55183 Indonesia, Email: fitriahmsuud@gmail.com

This paper aims to analyse the influence of competencies, motivation and commitment on teacher performance in Madrasah Aliyah, Yogyakarta. Data were collected through questionnaires distributed to 161 teachers selected in Yogyakarta, Indonesia. The analysis employed Structural Equation Modelling (SEM). The research found that, partially, competence, commitment and motivation have a significantly positive influence on teacher performance. Simultaneously, competencies, commitment, and motivation have a significant, positive influence on teacher performance in Madrasah Aliyah Yogyakarta. Pages 135 to 147

- [Pdf](#) **The Contribution of Non-Governmental Organisations to Labour Issues, through Global Governance Modelling**
A. Rina Herawati^a, Dian Indriyani^b, ^{a,b}STIA Lan Jakarta, Indonesia, Email: ^aaugustin.rina@gmail.com, ^bdian.indriyani@stialan.ac.id
 Indonesia has faced global economic issues which impact its national situation. These include issues as to human development, the environment and natural resources, peace and security, and global governance. This paper proposes a governance model to answer the global governance challenge, one which is suitable for Indonesia. It develops and evaluates a governance model that fits recent situations. Several aspects are analysed in this study; e.g. public participation, transparency, responsiveness, consensus-orientation, equity and inclusiveness, effectiveness and efficiency, and accountability. Through a qualitative approach, the study tried to understand the aspects of global governance which occurred in Indonesia. The participants were representative samples from a higher education background, local government, NGOs, and private parties. Several approaches were compared, to manage globalisation issues. They ranged from neoliberal, Marxist / anti-globalisation, to agency-centred approaches. They were reformulated to understand better the conceptualisation of global governance, and how it shaped society-state relations in the democratic system. The study found that Indonesia has implemented global governance imperfectly. Pages 148 to 165
- [Pdf](#) **Gender Equality of Women Workers in Development**
Beby Masitho Batubara^a, Syafruddin Ritonga^b, Nina Siti Salmaniah Siregar^c, ^{a,b,c}Universitas Medan Area, Indonesia
 Development plays an important role in reducing gender inequality. This paper examines the role of women workers in development, to achieve a sustainable policy commitment for gender equality in Indonesia. This research uses descriptive qualitative research. The data collection techniques used are survey methods; namely interviews and document analysis. Researchers analysed data in stages, such as data reduction, data presentation, and data conclusion. This study found that the potential of women in development is very strategic. They are involved in heavy and light work in the formal and informal sectors. Women have the same opportunity to work. Women play a major role in development, through productive economic activities such as the service and manufacturing sectors. They aim to support households to survive and facilitate the economy. Pages 166 to 181
- [Pdf](#) **A Better Approach to Internalising Nationalism in Higher Education**
Farida Hanum^a, Suyata^b, Lalu Sumardi^c, ^{a,b}Graduate School, Yogyakarta State University, Indonesia, ^cFaculty of Teacher Training and Education, University of Mataram, Mataram, Indonesia, Email: ^afarida_hanum@uny.ac.id, ^clatu.unram@gmail.com
 Many ways have been pursued by universities to instil student nationalism, but not all methods are effective. This research aims for a better approach. A mixed-method type of explanatory sequential research is used. The steps are: Firstly, collecting qualitative data through interviews, FGDs, and documentation techniques, and then analysing it using interactive models. Secondly, collecting quantitative data using a questionnaire and analysing it using ANOVA. The findings of this study indicate there are two approaches to internalising nationalism in higher education, namely; the partial approach and the integral approach. The integral approach is more effective than the partial approach. Therefore, universities are encouraged to use an integral approach in developing student nationalism. Pages 182 to 197
- [Pdf](#) **Applying Excel Accounting Software to Small and Medium-sized Enterprises in Vietnam**
Dang Van Sang^a, Nguyen Thi Thuy Hong^b, ^aHo Chi Minh City Polytechnic College, Vietnam, ^bHanoi Open University, Vietnam, Email: ^aanhsang7176@gmail.com, ^bhong12@hou.edu.vn
 Excel accounting software has numerous uses. Enterprises can design, make, as well as operate, maintain, update and upgrade the software. At the same time they can use accounting information extracted from the software. Excel accounting software has brought certain utilities and efficiencies to enterprises. Therefore, it is increasingly popular among small and medium-sized enterprises (SMEs), especially microenterprises in Vietnam. This study was conducted to evaluate and measure its attributes. Data was collected from SMEs in Ho Chi Minh City in 2019. Based on data used for analysis of 399 observations, the authors used descriptive statistics, Cronbach's Alpha scale analysis, and ANOVA analysis to measure the properties of Excel accounting software. The study results show it has seven (7) attributes including: (i) Organising and managing data; (ii) Complying with the accounting standards of the software; (iii) Software flexibility; (iv) Information safety and data security; (v) Quality in accounting books and reports; (vi) Convenience and (vii) Practicality. Based on the research results, the authors propose a number of recommendations to support SMEs and micro-enterprises, based on selecting Excel accounting software to computerise accounting work. Pages 198 to 216
- [Pdf](#) **Exposure to Different Supply Chain Risks: What Matters the Most to Supply Chain Resilience and Supply Chain Performance?**
Arsalan Zahid Piprani^a, Noor Ismawati Jaafar^b, Suhana Mohezar^c, ^{a,c}Department of Operations & MIS, Faculty of Business and Accountancy, University of Malaya, Kuala Lumpur, ^bDeputy Dean (Research & Development), Faculty of Business and Accountancy, University of Malaya, Kuala Lumpur, Email: ^aarsalanzp@gmail.com, ^bisma_jaafar@um.edu.my, ^csuhanamohezar@um.edu.my
 Supply chain risks (SCRs) are a critical managerial issue. Their recurrence is elevated, with extreme ramifications for the existence and survival of the firm and its supply chain. This study focuses on how different SCRs influence supply chain resilience (SCRES) and ultimately supply chain performance (SCP). A quantitative methodology was chosen, with 182 respondents from large scale manufacturing organisations in Pakistan. The results show that, except for customer-oriented risk exposure, all risk types significantly influence SCR, while SCRES has a massive influence on SCP. Further, SCRES significantly mediates all other risk factors towards SCP. The results also pointed to the importance of investing and having certain resilient capabilities which enable firms to improve capability in anticipating, responding and recovering, at times of disruptions, and facilitating the enhancement of SCP. Pages 217 to 238
- [Pdf](#) **Issues and Challenges to Professional Development for Language Proficiency among Indonesian EFL Teachers**
Him'mawan Adi Nugroho^a, Utami Widiati^b, Sri Rachmajanti^c, ^aPost Graduate Student of English Education and Teaching, Universitas Negeri Malang, Indonesia, ^{b,c}Universitas Negeri Malang, Indonesia, Email: ^ahimmawan_95@yahoo.co.id, ^bhimmawannugroho@unesa.ac.id, ^cutami.widiati.fs@um.ac.id, ^dloeksr@gmail.com
 This study investigated Indonesian EFL (English as Foreign Language) teachers' issues, and challenges to professional development (PD), particularly as related to language proficiency. One critical proficiency in teaching English is teachers' language. It holds a key role in facilitating learning. PD is essential for supporting teachers' goals and responsibility in learning and working towards fulfilment as professional English teachers. This qualitative study used an in-depth interview as the main data collection instrument. The study participants were six professional EFL teachers, with five to 30 years of English teaching. The participants were found to view professional development for language proficiency as important. It is part of their life-long or career-long learning, influenced by the pedagogical environment and individual language proficiency awareness. The study also revealed some issues and challenges regarding PD for language proficiency, such as language proficiency, were rarely offered by the government. Teachers had to autonomously and individually join and participate in such events. The article recommends that Indonesian EFL teachers must have self-awareness of the importance of improving their language proficiency, by participating in PD for language proficiency, despite the issues and challenges they might encounter. They have to make use of any chances to help them keep their professionalism high, by becoming good EFL teachers. Pages 239 to 256

- [Pdf](#) **Role and Measurement of Employee Resilience in the Organisation: A Systematic Review on the Empirical Studies**
- Sri Suhandiah^a, Dian Ekowati^b, Fendy Suhariadi^c, Praptini Yulianti^d, Ratna Wardani^e,** ^{a,b,c,d,e}Universitas Airlangga, ^aUniversitas Dinamika, ^eIHK Strada Indonesia.
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- Recent studies on resilience showed that organisational capacity to build resilience in facing the changes depends on an organisation's ability to integrate the cores practices and procedures through its employees' contribution. Employees' resilience becomes a very important matter because employees are the agents of change. This study is a literature review on employee resilience empirical research that discuss variables in the organisation related to employee resilience, roles and measurements used. There are 48 variables found in the literature which show how important the role of employee resilience is in the organisation. These variables are then mapped into 9 groups and their role in employee resilience. Further, the study indicates what variables have been rigorously investigated and which have not. Next, the concept of employee resilience is discussed, both as personal capacity and developed resources acting as antecedent, mediator, moderator and outcome. 14 scale measurements on employee resilience are also mapped with quantitative approaches conducted by the previous studies, in the context of work and non-work. Those measurements are then adopted in the context of working, be it as a whole, in part or in a shorter version than the previous ones. Finally, results of the study could be used as to rationalise and consider further studies related to employee resilience in the future. Pages 257 to 279
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- [Pdf](#) **The Acceleration Program of Academic Rank to Improve the Quality of Lecturers**
- Nur Sayidah^a,** ^aFaculty of Economics and Business, University of Dr. Soetomo Surabaya, Email: ^asayidah36@gmail.com
- The purpose of this research is to develop and implement a project action plan. The acceleration program of academic ranks is implemented as an effort to improve the quality of lecturers. This study was conducted at a private university in Surabaya, Indonesia, in the faculty of economics and business. The researcher collected data by distributing open questionnaires and facilitating focus group discussions. The results of the data analysis show that academic ranks in this faculty are low. The proportion of academic ranks is 40% Instructor, 35% Assistant Professor, 13% Associate Professor, 4% Professor, and the rest are undefined. 70% of Lecturers are not promoted in academic rank for more than ten years. Most lecturers do not increase academic rank because of a lack of scientific publications and complicated institutional bureaucracy. The researcher has arranged a procedure to accelerate the rise of academic rank which involved Deans, the Acceleration Team, and lecturers. A lecturer must have creative and innovative thinking in learning and research to be able to achieve high academic rankings. Creativity in learning models and innovation in research will have significant benefits for the community. Pages 280 to 294
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- [Pdf](#) **The Influence of Macroeconomics and Social Variables on Economic Growth: A study of ASEAN Countries**
- Nano Prawoto^a,** ^aEconomics and Business Faculty Universitas Muhammadiyah Yogyakarta, Email: ^ananopra@umy.ac.id
- This research aims at discovering the influence of macroeconomic and social variables on economic growth in 5 ASEAN countries. It uses time series data from 1986 to 2015. The approach used is an Error Correction Model (ECM). The research results indicate that gross fixed capital formation (GFCF) has a positive and consistent influence for both long and short runs for the five ASEAN countries. Inflation has a negative influence in Indonesia, yet it has positive effect on other countries. The Rupiah exchange rate has had a negative influence in all ASEAN countries. The total trading value has negative influence in most ASEAN countries, yet it has positive influence in Singapore. The value of Indonesia's disequilibrium coefficient ECT is the lowest, thus, the adjustment of the actual value to its equilibrium is done faster than other countries. Pages 295 to 311
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- [Pdf](#) **Factors that Enhance the Innovation Mindset: A Quantitative Approach**
- Gromyko Bongso^a, Maruf Akbar^b, Wibowo^c,** ^aPost Graduate Program, Human Resource Management, State University of Jakarta, Indonesia, ^{b,c}Jakarta State University, Email: ^agromyko19b@gmail.com, ^bmarufakbar.90@gmail.com, ^cwibowounj.90@gmail.com
- This research aims to find the influence of employee perception on organisational forgetting, organisational culture, competitive intelligence, organisational learning, and knowledge management to increase innovation mindset. Workforces in the electrical manufacturing industry in Indonesia need an innovation mindset to be able to change and face the technological era. This research uses structural equation modelling with data obtained from 338 employees working in electrical manufacturing companies. Results show that organisational forgetting, organisational culture, competitive intelligence, organisational learning and knowledge management have a positive and significant influence on the innovation mindset. Noticeably, this study shows that there is no direct influence of organisational forgetting on knowledge management. The implications of this study reveal that electrical manufacturing companies in Indonesia must eliminate the status quo and strive to create new rules that are more adaptive with environmental changes and further research opportunities are domain keys identified. Pages 312 to 334
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- [Pdf](#) **The Role of Leader Assessment in Developing Teacher Teams in the Industrial Revolution 4.0**
- Endin Mujahidin^a, Ending Baharuddin^b, Rudi Hartono^c,** ^aAssoc. Profesor Education, Departement of Community Education, Faculty of Teaching and Education, University of Ibn Khaldun Bogor, Indonesia, ^bAssoc. Profesor, Departement of Islamic Education, Faculty of Islamic Studies, University of Ibn Khaldun Bogor, Indonesia, ^cAssoc. Profesor, Departement Educational Management, Faculty Pascasarjana, Universitas Negeri Jakarta, Indonesia, Email: ^aenden.mujahidin@uika-bogor.ac.id, ^bbahrudin@uika-bogor.ac.id, ^crudihartono_mp16s3@mahasiswa.unj.ac.id
- This study aims to determine the role of assessment in building teacher work teams in the era of the industrial revolution 4.0 and the role of education stakeholders in supporting the success of elementary school teacher achievement programs. This study uses a multisite approach and survey with research respondents consisting of teachers, principals, supervisors, Teacher Working Groups and education. The schools included in this study are Bandung Pajagalan 03 Primary School, Tangerang 7 Sukasari Primary School, Menteng 1 Primary School, Jakarta, Al-Azhar Primary School, Al-Salam, and Jakarta Pondok Labu Elementary School. Data collection was carried out through interviews, questionnaires, documented observations, and group discussion forums. Data analysis techniques used included data reduction, data presentation, and verification. The results of the study stated that the indicators of primary school teacher achievement evaluation consisted of portfolios (20%), teaching videos (10%), written tests (20%), scientific papers (20%), presentation of scientific papers (20%), and role models (10%). While educational stakeholders play a role with their respective duties and functions. Pages 335 to 349
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- [Pdf](#) **Public Service in the Environment Sector in Indonesia**
- Nawir Rahman^a, Umi Farida^b, Chuduriah Sahabuddin^c, Mustaking^d, Yusriadi Yusriadi^e,** ^aSekolah Tinggi Ilmu Keguruan dan Ilmu Pendidikan Pembangunan Indonesia, Makassar, Indonesia, ^bSekolah Tinggi Ilmu Ekonomi Ampop, Makassar, Indonesia, ^cAI Asyariah University, Mandar, Indonesia, ^dUniversitas Puangrimaggalatung, Makassar, Indonesia, ^eSekolah Tinggi Ilmu Administrasi Puangrimaggalatung, Makassar, Indonesia,
- The Online Based Environmental Information System Program (SIMAS-LH Online) aims to realise excellent service through the ease of the community to get environmental data and facilitate business actors in reporting the implementation of the environment in Indonesia. This study aims to analyse and explain the application of bureaucratic reform from aspects of public service and its implication in Indonesia. This research was carried out within the Makassar City Government of the South Sulawesi Province. The type of analysis used is a case study. The data sources in this study are primary data. Primary data is data obtained by researchers directly, while secondary information is data collected by researchers from existing sources. The determination of informants is determined sequentially. Informants in this study amounted to seven people, consisting of four service users and three service providers. Data collection techniques are carried out by document study, observation, and interviews. The results of the study show that the community can also participate in providing services with information technology. The district does not have to come directly to the Environmental Management Service to submit the file to the complaint. At present, the community participates in giving advice and claims that have been carried out. The application of information technology has also created efficient services to be able to take advantage of information technology and positively support infrastructure. Pages 350 to 360

- Pdf** **The Nexus between Job Burnout and Emotional Intelligence on Turnover Intention in Oil and Gas Companies in the UAE**
- Anas Abudaqa^a, Mohd Faiz Hilmi^b, Norziani Dahalan^c,** ^{a,b,c}School of Distance Education, Universiti Sains Malaysia, 11800 Penang, Pulau Pinang, Malaysia^a,
- Currently, job satisfaction and turnover intentions are the significant issues for oil and gas companies in the United Arab Emirates (UAE). These issues need to be addressed soon for the performance of the oil and gas companies. Thus, the aim related to the current study is to examine the impact of job burnout, emotional intelligence, and job satisfaction on the turnover intentions of the oil and gas companies in the UAE. The goals of this research also include the examination of mediating the influence of job satisfaction alongside the nexus of job burnout and turnover intentions of the oil and gas companies in the UAE. The questionnaire method was adopted to collect the data from the respondents, and Smart-PLS were employed to analyse the data. The results show that job burnout, emotional intelligence, and job satisfaction have a positive association with turnover intentions. In contrast, job satisfaction positively mediates the nexus between job burnout and turnover intentions. These results provide the guidelines to the policymakers that they should enhance their focus on job satisfaction and turnover intentions of the employees that improve the firm performance. Pages 361 to 380
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- Pdf** **Factors Affecting Farmers Decisions to Convert Pepper Garden into a Coal Mining Area**
- Achmad Zainia^a, Andi Siddikb^b, Mariyaha^c,** ^aAgribusiness Department, Agricultural Faculty, Mulawarman University, ^bMagister Program of Environmental Science, Mulawarman University, Email: ^aach.zaini@gmail.com
- The present study aims to analyse factors that affect a farmers decisions to convert pepper gardens into a coal mining area. This study will also explore the relationship between the characteristic of the respondents residing in Batuah Village in Los Janan, Kutai Kertanegara. This study was conducted over 2 (two) years. T Primary data for this study was obtained through observation and direct interviews with 31 respondents that were performed by giving questions. Secondary data was obtained by reviewing papers and data from related institutions that would support this study. Analysis of farmers perception on shifting the function of their land from pepper gardens to a coalmining area was performed in an ordinal manner using a Likert scale. A Spearman correlation test was used to measure the closeness of the relationship between respondents characteristic in making decisions (to changing the function of the land). Based on the findings, the aspects that dominantly affect the decision of the farmers on converting their pepper garden into a coal mining area can be seen from a technical aspect, socio-cultural, and economic aspect. It was found that a farmer's gender has a close relation with farmer's motivation from a socio-cultural perspective. It also has a close relation with farmer's motivation in the technical aspect. A farmer's age also has a close relationship with the attribute of income structure. The number of farmer's family members had a close relationship with a farmer's intention to developing business and the width of their land. It is only the factor of farmer's education that is insignificantly correlated with socio-cultural, technical, and economic aspects. Pages 381 to 399
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- Pdf** **Organic Foods: What Are the Driving Factors of Purchase Intention?**
- Cuong Nguyen^a, Yen Nguyen^b, Trong Quy^c,** ^aIndustrial University of Ho Chi Minh City, Vietnam, ^{b,c}FPT University, Vietnam, Email: ^anguyenquoccuong@iuh.edu.vn
- The main objective of this study is to understand the behaviour of organic food consumers and their intention to purchase. The study aims to determine the driving factors influencing consumer behaviour towards organic food in the Vietnamese market. The method used for data collection includes a face-to-face interview and using a structured questionnaire with closed-ended questions. In total, there are a total of 243 valid respondents who are actual consumers of organic products participating in the survey. It has been decided to use various multivariate analyses such as multiple regressions, factor analysis, and cluster analysis with a large sample size. The results indicate that price, taste, environmental concern, nutritional value, certification, and labelling as well as subjective norms positively influence the Vietnamese consumers' intention to buy organic foods. The findings make an empirical contribution to the literature of organic consumption studies worldwide. Pages 400 to 418
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- Pdf** **The Impact of IAS on the Accounting Quality of Vietnamese Enterprises**
- Nguyen Van Hoa^a,** ^aHoaBinh University, Email: ^a[nhvhoa@daihochoabinh.edu.vn](mailto:nvhhoa@daihochoabinh.edu.vn)
- The study aims to examine the impact of international accounting standard (IAS) adoption on the accounting quality of Vietnamese entrepreneurs between 2013 and 2016. The measurements of accounting quality include earnings management, timeliness of loss recognition and value relevance. Post IAS adoption, firms are likely to decrease earnings management but provide more value relevance, revealing the positive impact of IAS adoption and accounting quality. However, there is no relationship between IAS adoption and timeliness of loss recognition in Vietnamese enterprises. Pages 419 to 432
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- Pdf** **The Role of Leaders in Encouraging Organisational Learning with Modelling System Thinking**
- Dadang Hartanto^a,** ^aUniversitas Muhammadiyah Sumatera Utara, Indonesia, Email: ^adadanghartanto@umsu.ac.id
- Implementation of organisational learning and designing learning organisations can be completed through five disciplines which include mental models, personal mastery, team learning, building shared vision and systems thinking. The role of leaders in the practice of discipline and leverage in learning can produce metanoia using the concept of organisational learning by Peter Senge. This study uses a mixed-method with method thinking systems and system dynamics. Systems thinking was applied to obtain the format of Causal Loop Diagram (CLD). Criminal Investigation Division is a public organisation, law enforcement and part of The Indonesian National Police. The police accommodates the principles of hierarchy, chain of command and mechanisms that apply to The Indonesian National Police organisations even though in practice they are flexible and organic. The Criminal Investigation Division of The Indonesian National Police accommodates the principles of hierarchy, chain of command and mechanisms that apply to Indonesian National Police organisations even though in practice they are flexible and organic because legally Criminal Investigation Division members as law enforcers have discretionary authority. Pages 433 to 450
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- Pdf** **The Reconceptualisation of Turkish Identity: Foreign Policy between Grand Strategy and Pragmatism between 2002 and 2019**
- Ayman Saleh Al-Barasneh^a,** ^aPrince Al Hussein Bin Abdullah II School of International Studies, University of Jordan, Email: ^aa.albarasneh@ju.edu.jo
- Since the AKP ascendancy to power in 2002, Turkey's foreign policy has been reshaped emphasising a new set of foreign policy tenets. The AKP elite has been working assiduously to accentuate Turkey's geostrategic significance and historical depths to play a more influential regional role based on the mantra of zero problems via pursuing soft power tools and economic interdependencies. This paper provides an in-depth analysis of Turkish foreign policy and how it interacts with national identity. Moreover, it explains the changing environment in the Middle East and how it impacts on the attitudes and identity of Turkish foreign policy. The study borrows some insights from realist theory to understand the states' motivations and inspects role theory which provides useful interpretation about changes in participants' behaviour in foreign policy. This paper argue that domestic politics in Turkey and the changing environment in the Middle East, as shown by Arab uprisings, have turned the Turkish emphasis from soft power to hard instruments built on using military capabilities. Simultaneously, the AKP leadership's active involvement in the Middle East does not signal a dramatic shift in Turkey's state identity. Rather, Turkey remains part of western identity and alliance. Pages 451 to 468

Pdf Strategic Procurement Model for Electric Company in Supply Chain Management

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The purpose of this research is to identify and explore various procurement activities for electricity companies in supply chain management and suggest their models. The study discusses the opinions of researchers regarding procurement processes in various countries that are currently warm where they're more applicable and helps supply chain practitioners assess various procurement activities before it is too late to revise decisions regarding their use in electricity companies. The model was developed based on a systematic mapping study of articles related to procurement, and was examined by semi-structured interviews with state-owned electricity companies that carry out procurement activities. The findings suggest that Procurement Strategy is very important for electricity companies to meet their electricity needs. Proper, fast and efficient procurement will provide a large profit impact for Companies in order to support economic growth. This study is limited by the availability of applied cases. Therefore, it cannot be considered a case study, but rather a literature review followed by a number of interviews. However, it produced a model that forms the basis for further exploratory studies with more empirical data. Pages 469 to 482

Pdf The Effect of Labour Union Advocacy as a Determinant in Creating Harmonious Industrial Relations: An Indonesian Case Study

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This research has a purpose about work relation is a relation between labour and employer that was established after work contract signed. For the relationship between labour and employer are not always harmonious as sometimes disagreement arises when dealing with labour law. It begins with a work contract that individualistic between labour and employer. Although, labour and employers strive together for well-being and company growth, there are also potential conflicts of interest due to both sides interpret and perceive labour law differently. Advocacy on Law No. 21 of 2000 is necessary to resolve conflicts in the company due to not harmonious industrial relations. This research purpose find out and analyse determinant influences to help labour unions achieve harmonious industrial relations. Moreover, to identify determinant factors that influence labour union to achieve a harmonious industrial relations. This research was used phenomenology approach and follows such as labour union, company management, and head of labour department. This research also used descriptive qualitative analysis with interactive models. The results are labour union advocacy has a significant effect on increasing labour union performance through sustainable professional development, bipartite, tripartite, and PHI advocacy. Eventually, advocacy determinants consist of education level, communication, openness, infrastructure facilities and industrial relations. This research has limited scope and focuses on labour union advocacy; therefore the subject can be developed with further research. Pages 483 to 499

Pdf Enhancing Transformational Leadership Behaviour of School Principals by Implementing Integrity, Professionalism, and Entrepreneurship

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This study aims to develop the concepts of entrepreneurial culture in schools through transformational leadership. It uses qualitative methods with case studies in Citra Berkas School Surabaya Indonesia. Data was collected through interviews, observation and documentation. A descriptive and comparative study was conducted on the component behaviours used to influence followers and the effects of leaders on followers. Information from principals and teachers was content analysed to measure school principals of Citra Berkas School Surabaya in using transformative behaviours based on IPE characters. The descriptive study looks for common attributes amongst school principals identified as transformational. The comparative study compares school principals in different situations. The results were mostly consistent with the theory. School principals with goal orientation exhibited more transformational leadership behaviours and were more likely to be viewed as transformative by teachers. Moreover, transformative school principals used more direct action to deal with problems and were rated higher in performance. Pages 500 to 511

Pdf Reliability of Creative Thinking Module on the Creativity Level of Engineering Undergraduates in Malaysia

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Creativity is an important factor when it comes down to engineering designs. Creativity and engineering complement each other to provide useful yet eye-opening solutions to everyday problems. Recent research has indicated that creativity, which happens to be one of the vital skills for engineers in the 21st century that can be taught and learnt, has reduced significantly over the years. Thus, there is a need for engineering educators to address this issue by introducing creative thinking as a skill to be acquired by the current generation of engineering undergraduates. This research paper presents the outcome of a research conducted to improve and enhance the creativity level of local engineering undergraduates at a private institution of higher learning through a Creative Thinking Module that features a number of creative thinking tools such as Brain sketching, Concept Maps and Morphological Analysis. The Torrance Test of Creative Thinking Figural Forms was applied to measure the creativity level of respondents in a local Private University. Results indicate that the Reliability of Creative Thinking Skills Module is acceptable. Pages 512 to 524

Pdf Design Ethics Education for Creative Industry Programs: Attitude towards Socio-Ethical Issues in Design amongst Malaysian Design Undergraduates

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This paper reports the outcome of a study of Malaysian design undergraduates regarding their attitude towards socio-ethical issues in the creative design industry. The study was carried out in two Universities (University A and University B) in Malaysia, involving 120 design undergraduates. A survey was administered whereby a questionnaire was distributed amongst respondents to elicit their level of agreement concerning each statement in the questionnaire. The results of the data analyses show that the attitude of Malaysian design undergraduates towards socio-ethical issues is low except for respondents from University A, who have a positive attitude towards environmental and sustainable development issues. This study suggests that a design ethics education model should be introduced in the curriculum of creative industry programs in Malaysian higher education institutions since no such model or subject is available in the examined institutions. Pages 525 to 537

Pdf Co-creation of Experience for Special Interest Tourism Destinations

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This study is intended to examine the effect of niche marketing and co-creation of experience on the competitiveness of tourism destination for yachting. It uses an explanatory survey method for 64 (sixty-four) tourism destination populations for yachting in Indonesia. Primary data are collected by circulating questionnaires to managers of yachting destinations. Hypothesis testing uses Smart PLS (partial least square) to examine the series of relationships between latent variables in a limited population. The results show that niche marketing and co-creation of experience are able to improve the competitiveness of yachting destinations, while co-creation of experience has a greater role to improve destination competitiveness compared to niche marketing strategy. Pages 538 to 551

Pdf Linking Ideas to the Real World: Reinvented Relationship between University and Industry in a Disruptive Digital Era

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Alumni or graduates are the indicators of a University's educational success rates. One way that a University determines how it can improve the quality of its education is by gathering information regarding their alumni through a tracer study. Tracer studies involve activities that are carried out to implement an industry-oriented educational curriculum alignment program for industrial relevance. Universities conduct ongoing research on college graduates, team work, attitude, emotional quotient, communication, basic science, IT and digital business skills, as well as creative problem solving and working skills, leadership and cohesiveness. In-depth interview study is used for obtaining data about the development and evaluation of curriculum and to develop a vision and mission for the University. Regression analysis of the variable produced by the quality of curriculum is applied in a vocational program. In order to keep pace with the ever-changing and expanding frontier of knowledge and certification, increased interest concerning the development of curriculum is desired. The goal of strategies is to promote a link between higher education and industry for various insight requirements based on attitude, skills and competency. Pages 552 to 563

Pdf Intellectual Capital and Financial Performance in the Indonesian Stock Exchange

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This study examines the relationship between intellectual capital, employee stock options and financial performance. The research sample consists of 135 companies listed on the Indonesian Stock Exchange between 2015 and 2018. The determination of the sample is completed purposively with the provisions of companies that apply the ESOP. Hypothesis testing results show that there is a significant relationship between intellectual capital and financial performance, as measured by Return On Equity, as well as the relationship between ESOP and financial performance, at a significance of 10%. This study shows that there is a causal relationship between Intellectual Capital and Financial Performance but not between ESOP and financial performance. This results prove that intellectual capital can improve corporate financial performance, but ESOP does not improve financial performance. Pages 564 to 581

Pdf Equilibrium in Civic Education Assessment in Primary Schools of Indonesia: Character and Existence

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Each nation and state recognises the importance of national character building in order to preserve and maintain its existence as a nation-state. Character and existence are built through learning, one of which is of Civic Education subjects, which aims to equip every citizen to realise civic participation as an embodiment of civic responsibility. This study uses meta-analysis, trying to reveal the results of portfolio assessment research on thematic learning related to the 2013 curriculum, e-portfolios, teacher and student perceptions, and the new Civic Education Paradigm. The results of this study, portfolio assessment on the thematic learning Civic Education, need to be developed by teachers in accordance with the new paradigm of Civic Education Subjects in a sustainable and systematic manner in elementary schools. Students are ultimately expected to have balanced competence, namely as being able to develop intelligence (civic intelligence), be able to demonstrate civilisation (civic civility), and carry out participation (civic participation), as well as the responsibilities (civic responsibility) of citizens. Pages 582 to 601

Pdf The Basis for a Constitutional Court Review of the Judicial Power of the 1945 Constitution of the Republic of Indonesia

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This study aims to determine the basis for consideration of the Constitutional Court (CC) in deciding the review of Law No. 22 of 2004 concerning the Judicial Commission and Law No. 4 of 2004 concerning Judicial Power of the 1945 Constitution, and the legal implications of the decision on the Supreme Court (SC) Law, the Judicial Commission Law, and the Constitutional Court Law. This research is normative legal research with a theoretical, juridical, political and historical approach. Sources of research data were obtained from primary materials, namely the 1945 Constitution both before and after the amendment, People's Consultative Assembly (PCA) stipulations, Supreme Court Acts, Judicial Commission Laws and the Constitutional Court Laws. Data were collected by the method of literature and documentation, which analysis are qualitatively presented in the form of descriptive. The results of the study concluded that the basis for the Constitutional Court's consideration in deciding the judicial review of Law No. 22 of 2004 concerning the Judicial Commission (JC) and the review of Law no. 4 of 2004 concerning Judicial Power against the 1945 Constitution after the amendment is because the articles in the Judicial Commission Law that regulate the oversight function are proven to cause legal uncertainty. Constitution Judiciary Commission has not a detailed set of surveillance procedures, subjects who were watching, what the object of supervision, the instruments used, and how the supervision is carried out. Imply law verdict CC that results in non-synchronisation between the law on the Supreme Court, the Judicial Commission Law and the Law on the Constitutional Court, especially about who has the authority to supervise Judge, Supreme Court and Constitutional Court. Pages 602 to 618

Pdf Subjective Well-being during the Covid-19 Pandemic: A Comparative Study of Indonesia and Malaysia

Alimatus Sahrah^a, Fonny Dameuty Hutagalung^b, Nina Fitriana^c, ^{a,c}Universitas Mercu Buana Yogyakarta, ^bUniversity of Malaya,

This present study is aimed at exploring the subjective well-being of Indonesian and Malaysian during Covid-19 pandemic. A total of 160 respondents of Indonesian and Malaysian were asked to respond to the questions about subjective well-being during Covid-19 pandemic. This study is quantitative research. The scale used for measuring subjective well-being in this empirical study is APOS and ANEG. The result of these current studies showed that Indonesians have a higher level of subjective well-being compared with Malaysians during Covid-19 pandemic. Besides, the result of this study also mentioned that there is no significant difference in subjective well-being between male and female of Indonesian and Malaysian during Covid-19 pandemic. Pages 619 to 629

Pdf Effects of Learning Discipline, Learning Environment, and Teacher Teaching Variations on Student Learning Achievement

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This article aims to examine several aspects, namely: 1) learning discipline on learning achievement; 2) the learning environment on learning achievement; 3) variations in teacher teaching on learning achievement; and 4) learning discipline, learning environment, and variations in teacher teaching on learning achievement. The location of this study was at six Madrasah Aliyah, both public and private, in the city of Kendari, with a total number of 1208 students. This research is a quantitative study with correlational techniques. Four questionnaires were used, namely: learning discipline, learning environment, teacher teaching variations, and learning achievement. The results showed that there was a significant influence on variables: 1) learning discipline on learning achievement; 2) learning environment towards learning achievement; 3) teacher teaching variations on learning achievement; and 4) discipline of learning, learning environment, and variations in the teaching of teachers to learning achievement. Pages 630 to 642

Pdf The Effects of Collaborative Inquiry Learning on the Metacognitive Awareness of Prospective Science Teachers

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This study investigates the effects of collaborative inquiry learning on metacognitive awareness of prospective elementary school teacher with different self-regulated learning (SRL) behaviours. A quantitative approach with a quasi-experimental design was used in this study. A total of 149 students of elementary school teacher education programs are involved as research subjects. In the research process, the experimental class is taught with the collaborative inquiry learning approach and the control class with the conventional teaching approach. Metacognitive awareness post-test data were analysed using analysis of variance. There are three findings in this study, namely: 1) there is a significant difference between the metacognitive awareness of students being taught with the collaborative inquiry learning approach and the conventional teaching approach; 2) there is a significant difference in metacognitive awareness between students with high and low self-regulated learning (SRL); 3) there is a significant interaction between different teaching approaches (collaborative inquiry learning & conventional learning) and SRL behaviour (high and low) on students' metacognitive awareness. This result recommends that teachers consider aspects of self-regulation and social regulation when applying collaborative inquiry learning to increase metacognitive awareness. Pages 643 to 660

Pdf The Effect of Strategic Planning and Market Orientation on Performance through Innovation

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The business world, especially small and medium businesses, faces various challenges and must be able to achieve performance that will be able to increase competitiveness and maintain the sustainability of their businesses. For this reason, companies must be more market-oriented, intensively carry out strategic planning to be able to encourage creative thinking, and be able to carry out innovative strategies both through the use of financial technology and implement digital marketing, product innovation, processes, which in turn can improve organisational performance. The purpose of this research is to examine and analyse the relationship between strategic planning, market orientation and innovation on performance. Business in the information technology era requires organisations to adapt to changes in the environment and business competition, which increasingly requires SMEs to create products and services that are more market-oriented, to be able to bring up innovations that are in line with technological advances and market segments, so performance will increase. The population are owners, and organiser culinary SMEs is Java. The samples used are 133 respondents. Data is collected by questionnaire 5 point Likert scale. Data were analysed by SEM using Warp-PLS software. The findings were indicated that strategic planning has a direct effect on performance; strategic planning has no effect on innovation, and innovation is not able to mediate the effect of strategic planning on performance. Market orientation has a direct effect on performance, and market orientation also has a significant effect on performance through innovation mediation, so innovation acts as a partial mediation. Pages 661 to 679

Pdf The E-Teaching Portfolio: Exploring Digital Teaching Document Management for Malaysian Educators

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The digital/electronic document management system (DDMS/EDMS) is a green movement. The implementation of DDMS is absent in some Malaysian public universities especially when focusing on teaching records for auditing purposes. The objective of the present study is to rectify this gap through unfolding the nature, attitude, and acceptance of Malaysian educators towards teaching portfolio (TP) reporting using DDMS. The problem here is the readiness in work shift, along with the technical and facilities supports from the institutions. An adapted questionnaire was distributed to random Malaysian tertiary educators. Descriptive statistics and correlation analysis were used in the analysis process. Findings suggest that the implementation of an electronic version of TP is feasible for Malaysian tertiary educators with more positive than negative impacts. The present study is, therefore concluded with an innovative working model of this digital/electronic teaching portfolio (e-TP) and a users' scope of e-TP. Pages 680 to 701

Pdf An Error Analysis in Translating Recount Text by Students from the English Department of Sultan Ageng Tirtayasa University

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The objectives of this research were to examine the quality of the students' translation in recount text and to find out the difficulties of translation the recount text by fifth-semester students' of English Department of Teacher Training and Education Faculty of Sultan Ageng Tirtayasa University. This research used qualitative research method by implementing a content analysis research design. The researchers took about 40 students from the English Department of Teacher Training and Education Faculty of Sultan Ageng Tirtayasa University as the subject of this research. To obtain the data, the researchers used translating test to know the quality of the students' translating and used a questionnaire to find out the student's difficulties of translating of recount text as the instrument of the research. The finding of this research shown that students' translating quality in translating the recount text got difficult in translating a text from the topic and supporting sentence, with grammatical construction correctly. They were omission, 32.84% misinformation, 40.69% misordering, 8.04% addition, and 18.43%. In general, the quality of students translating the recount text was good. From the results of the research, it can be concluded that most of the student in translating recount text of English Department of Sultan Ageng Tirtayasa University had a fair in standard and quality. It can be suggested that students have to master grammar because grammar contributes to the mastery of translating. The students should read more to enrich their knowledge and improve their grammar mastery, grammar and translating ability. Students should have known what tense that can be used when they wrote the text. In addition, the lecturers should get informed of the results of the research, so that they took a benefit or necessary procedures to address the situation. For further researches, it is suggested that the similar types of research should be carried out with broaden population to analysed and discussed completed factors that influenced the students' ability in translation text. Pages 702 to 714

Pdf The Eligibility of the "Go... Go... Bubbles!" Book as an English Textbook in Early Childhood Education

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This research was conducted because the book "Go ... Go ... Bubbles! English for Kindergarten (Book 1) which was used in Early Childhood Education or Pendidikan Anak Usia Dini (PAUD). Integrated Islamic Pemata Hati Kartasura was not yet known, its quality, both in terms of presentation and material. The purposes of this study were to determine the eligibility of presenting and to determine the eligibility of the material of the English textbook. The type and research design used was descriptive qualitative. The method of data collection was done by documentation technique; researchers did the coding then proceed with calculating the percentage of eligibility. The validity of the data in this study used member checks and reference materials—the data analysis techniques used in content analysis. The results of the analysis were as follows. The eligibility of the presentation with a very feasible category was 87%, and the average of the material was 80%. The last one consisted of the content of the book was 88%; the components of character were 69%, and the illustration component was 83%. Based on the percentage of presentation and material eligibility, the book had met the eligibility. Pages 715 to 722

Pdf The Roots of Administrative Reform in Indonesia

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Indonesian public administration has undergone a long history since 1945. Many efforts have been committed to enhancing their quality and capacity in the form of policy, institution, or idea. Based on the literature review, this article describes the historical development of Indonesian public administration, which can be seen as a journey of administrative reform. The development is divided into six phases: rationalisation, development administration, administrative improvement, administrative reform, administrative adjustment, and bureaucratic reform. Each stage is characterised by distinctive basic concerns and driven by a specific goal. Along the continuum of Indonesian public administration's history, some basic ideas and similar institutions were created, recreated, and modified. However, the dream to reach the ideal public administration has not been achieved yet. Corruption, bad management, and lack of service-oriented mentality still become the main problems that need to be confronted in the future. In the journey to enter a new historical phase, it is believed that the reform needs to be continued. Pages 723 to 740

Pdf Developing an Academic Self-Efficacy Scale by Using the Rasch Model

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This article aims to conduct a preliminary study to develop academic self-efficacy scale of students as a diagnostic instrument when conducting counselling practice. The research samples were 487 undergraduate students of Guidance and Counseling Study Program at six universities in East Java through the format of academic self-efficacy scale of counselling practice. The research method used a quantitative method in the form of questionnaires with Likert scale in the form of semantic differential. Data analysis testing has been conducted successfully with the Rasch model through Winsteps software. The study results show that the students who have self-efficacy of counselling practice are categorised into three groups, such as high 8,7%, medium 36,8%, and low 54,4%. Data instrument analysis shows the fulfillment 20% standard of unidimensionality that is proven by the score achievement of the scale shows academic self-efficacy reaching 41,9%. Interestingly, the statistic result of the person and item instruments show good instrument reliability with MNSQ achievement = 0,97 and the interaction between respondents with ZSTD item = 0,77 which indicates the feasible and further analysis to be conducted. Pages 741 to 758

Pdf The Relationship between Total Quality Management, Organisational Culture, and Organisational Performance

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The present study aims to examine the relationship between Total Quality Management and Organisational Cultures, and Organisational Performance from the transportation sector, especially the Ministry of Transportation, and Al Hejaz Railway in Jordan. The researcher distributed (196) questionnaires all top managers from the transportation sector, especially the Ministry of Transportation, and Al Hejaz Railway in Jordan. This study is also important to the general practitioner as it emphasizes the role of Total Quality Management towards higher organisational performance. By exploring the significant role of organisational culture, this study is able to scientifically persuade Jordanian business managers, especially Al Hejaz railway managers, that introducing total quality management is essential but is not enough to gain the desired level of performance, unless it is supported by a focus on Organisational Cultures. The research applies Smart PLS for data analysis. The valid and final number of questionnaires that were good for analysis consisted of 179 participants. The results indicated that total quality management had a significant and direct positive effect on Organisational Cultures. Organisational Cultures had a statistically and direct positive effect on Organisational Performance. Organisational Culture had a significant effect on the relationship between Total Quality Management and Organisation Performance by mediating the relationship. This study contributes to filling a theoretical gap in the Total Quality Management, Organisational Culture, and Organisational Performance by validating the direct and indirect relations among Total Quality Management and Organisational Culture and the effects of these on Organisational Performance. Pages 759 to 774

Pdf The Fishbone Model as an Alternative Approach in Government Accounting to Reach an Unqualified Opinion

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This study aimed at examining and analysing the work of Government Accounting to reach an Unqualified Opinion. This is related to the work of Local Government Organisations in areas such as (1) the commitment of leaders, (2) employee competency, (3) employee attitude, (4) employee behaviour, (5) Standard Operating Procedures, (6) Internal Control Systems, (7) budget, (8) information technology support, (9) monitoring, and (10) evaluation, and honesty. The study employed a qualitative approach with the Fishbone Model. The results of this study indicated that the commitment of leaders, employee competency, employee attitude and behaviour, Standard Operating Procedures, Internal Control Systems, budget, information technology support, monitoring, and evaluation, as well as honesty, are mutually supportive in achieving an Unqualified Opinion. Therefore, the ten (10) components are a unified whole, bound to one another. We concluded that the Fishbone Model would be an appropriate approach to use as one of the strategies implemented by Local Government Organisations to achieve an Unqualified Opinion. Pages 775 to 786

Pdf The Role of Learning Models: An Analysis of Learning Outcomes and the Competencies of Students

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This study, involving experimental research with quasi-experimental design, investigates the achievement of competencies and student learning outcomes through the role of learning models. Construction in the learning model acts as an important prerequisite for achieving competence in accounting. The samples of this study were all students of SMK Negeri 40 Jakarta. Samples were taken using the Non-Equivalent Control Group Design technique. The results of testing the requirements analysis show that in the normality test the two classes are normally distributed. Homogeneity data variance test results are homogeneous. Hypothesis testing results indicate that: 1. a t-count of 2.955 with t-table of 1.667 was obtained, which means that there is an influence in the cooperative learning model Type Numbered Head Together (NHT) on learning outcomes; 2. The competency of students in trading company accounting practicum with special journal material increases. Based on the results of the test model, using the learning model has an impact on improving learning outcomes and increasing the competence of trade accounting practicum. Pages 787 to 799

Pdf Public Service Innovation and the Diffusion of Innovation in Indonesia

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The purpose of this study is to describe the government of the Republic of Indonesia's efforts to encourage improvement in the quality of public services through the Competition of Public Service Innovation (or Kompetisi Inovasi Pelayanan Publik/KIPP) since 2014. The public service innovation is triggered by KIPP and is carried out nationally by the Ministry of Empowerment of State Apparatus and Bureaucratic Reform (or Kementerian Pendayagunaan Aparatur Negara and Reformasi Birokrasi/Kemen PAN-RB) as a way towards innovation diffusion. Methods of this study involve a qualitative approach using document investigation procedure as a data collection technique with descriptive data analysis. The results showed that KIPP was able to create an innovation culture in the public sector. To conclude, innovation diffusion has a pivotal role in improving public service performance throughout Republic of Indonesia's government. It has been going as expected through a variety of policy formats, programs, and activities. Pages 800 to 813

Pdf	<p>Teachers' Knowledge of Phonological Awareness Levels: A Case of Jordanian EFL Teachers' Perception</p> <p>Mohammad Husam Alhums^a, Anas Ahmad Awwad^b, ^aSaudi Electronic University, Saudi Arabia, ^bIsra University, Jordan, Email: ^am.husamalhums@gmail.com, ^banas.awwad@iu.edu.jo</p> <p>Phonological awareness is perceived as one of the key building blocks of the development of emerging reading skill. To date, little is known about how phonological awareness instructions can be implemented effectively in EFL classrooms. In Jordan, studies revealed that young readers struggle with English reading development, which represents a challenge to EFL teachers. Therefore, this study aims at investigating the perception of Jordanian EFL teachers of the knowledge of phonological awareness levels at emerging readers' stage and identifying the factors that affect teachers' perception. A cross-sectional questionnaire was used and distributed to a sample of 73 participants at primary private schools in Jordan. Descriptive statistics, independent sample paired t-test and one-way ANOVA were used to analyse the data. The findings revealed a misinterpretation regarding the concepts of phonological awareness and phonics among EFL teachers. The results further revealed that EFL teachers' perception of phonological awareness was not mediated by their academic qualifications, teaching experience, gender, or age. The findings will be interpreted and discussed, and their pedagogical implications will be finally highlighted. Pages 814 to 832</p>
Pdf	<p>The Influences of Perceived Organisational Support upon Employees' Responses to Change Readiness at Muhammadiyah Malang Hospital, Indonesia</p> <p>Dicky Wisnu Usdek Riyanto^a, Che Mohd Zulkifli Che Omar^b, Ananda Laksmana^c, Siti Nurhasana^d, ^{a,c,d}Universitas Muhammadiyah Malang (UMM) Indonesia, ^bUniversiti Pendidikan Sultan Idris (UPSI) Malaysia, Email: ^adickywisnuusdek@gmail.com</p> <p>This study was aimed at describing the influences of perceived organisational support on employees' responses to change readiness at Muhammadiyah Malang hospital that is privately managed and authorised by University of Muhammadiyah Malang under Muhammadiyah Organisation. There were 64 employees involved in the study, selected from non-medical category of workforces. Using t-test, the study had uncovered that the hypothesis value of perceived organisational support on responses to change readiness constituted 4.617 > 1.999. The significance was shown to be 0.000 < 0.005, which means that H0 was rejected, while H1 was supported. In sum, perceived organisational support had positively and significantly influenced the employees' responses to change readiness at Muhammadiyah Malang hospital. The limitation of the study involved the use of descriptive statistic data. Therefore, it is recommended that further studies define indicators of perceived organisational that influence change readiness the most by means of mixed methods. Pages 833 to 850</p>
Pdf	<p>Toxic and Bullying Behaviour in the Workplace: The Relationship and Impact</p> <p>Sanaa Jasim Mohammed^a, Ali Abboodi Al-Jubouri^b, Ibrahim Abdulhasan Ibrahim^c, ^aTechnical Institute of Kufa, Al-Furat Al-Awsat Technical University, ^{b,c}Department of Business Administration, Imam Al-Kadhum College, Iraq, Email: ^akin.sna@atu.edu.iq, ^baliabboodineamah@alkadhum-col.edu.iq, ^cibrahemalsaeigh1979@gmail.com</p> <p>This study examines the behavioural, individual and contextual variables that are expected to impact the perceived severity of workplace bullying behaviour. It also identifies the toxic behaviour involved in interacting with workplace bullying for the employees at Al-Hakim General Hospital in Iraq. Thus, to find the psychological symptoms associated with the related behaviours, the Brief Symptom Inventory (BSI) was used. Based on the analysis, the findings indicated that the severity and classification of workplace bullying behaviours had been influenced by the toxic behaviours involved through the characteristics of the employee who is subjected to those behaviours. The analysis conducted in this research also indicated that the behaviours that were personally harnessed from the corresponding target were more severe and frequent than other categories of behaviour. Finally, having an appropriate organisational system is of great importance to guarantee high performance in the organisation. Pages 851 to 875</p>
Pdf	<p>Improvement of the Procedure for the Poor Statement Submission (SPM) to Increase Health Services</p> <p>Setya Haksama^a, Diansanto Prayoga^b, Syifaul Lailiyah^c, Jayanti Dian Eka Sari^d, Siti Nuraini^e, Farid Dimjati Lusno^f, Anis Wulandari^g, Syahrana Naura Shedysni^h, M. Rifqo Hafidzudin Fari^d, Abdul Fattah Fari^d, Syadza Zahrah Shedyta^k, ^{a,b,c,d,f,g}Department of Health Policy and Administration, Faculty of Public Health, Universitas Airlangga, Surabaya, Indonesia, ^eFaculty of Economic and Business, Universitas Airlangga, Surabaya, Indonesia, ^hFaculty of Medicine, Universitas Airlangga, Surabaya, Indonesia, ^fFaculty of Pharmacy, Universitas Airlangga, Surabaya, Indonesia, ^gHusada Utama Hospital Surabaya, Indonesia, Email: ^asetyahaksama@fkm.unair.ac.id</p> <p>Purpose: Local Health Insurance (Jamkesda) is the regional obligation to meet the basic needs of proper public health. The purpose of this study was to analyse the procedure to access the Certificate of Disadvantage. Method: The method used in this study was qualitative with cross sectional research design. Data was collected by secondary data study and Focus Group Discussion. Result: The results of the study indicate that the submission of the Certificate of Disadvantage at Banyuwangi Regency, Indonesia is in accordance with existing guidelines. The difficulty in the process of giving out the Certificate of Disadvantage are the 18 poverty indicators, as well as the necessary signature of the Head of District or District Secretary. Conclusion: This study indicates that the provision of the Certificate of Disadvantage in general is in accordance with procedures based on applicable regulations. Pages 876 to 887</p>
Pdf	<p>Analysis of Determinant Factors with Health Services Utilisation for National Health Insurance Participants at a Private Hospital</p> <p>Indra Gunawan^a, Djazuly Chalidyanto^b, ^{a,b}Department of Health Policy and Administration, Faculty of Public Health, Universitas Airlangga, Surabaya, Indonesia, Email: ^bdjazulych@fkm.unair.ac.id</p> <p>A hospital is a health facility that provides advanced health services for national health insurance participants. This study aimed to analysed determinant factors with national health insurance utilisation. Methods: This was a cross-sectional study using a simple random sampling technique with the total sample of 150 respondents. Data was analysed using linear regression statistical analysis. Results: The results of the study illustrated that only 55.33% utilised national health insurance. Most respondents had the following characteristics: age >60 years (50.67%), high education (66%), good perception (68.67%), and were close to the health centre (53.33%). There was a correlation between the age variable (p = 0.022), education (p = 0.005), perception (p = 0.000), services accessibility (p = 0.001) with health service utilisation for national health insurance. Conclusion: Age, education, perception, and service accessibility were four variables that correlated significantly with national health insurance utilisation. Pages 888 to 898</p>
Pdf	<p>Patient Safety Culture Overview of the Naval Academy Hospital</p> <p>Ossy Wijaya Iriandoko^a, Djazuly Chalidyanto^b, ^{a,b}Department of Health Policy and Administration, Faculty of Public Health, Universitas Airlangga, Surabaya, Indonesia, Email: ^bdjazulych@fkm.unair.ac.id</p> <p>The culture of patient safety developed by hospital management is the first step to make effective patient safety efforts. Hospital patient safety is a system in which hospitals will make patient care safer than before. The purpose of this paper was to describe the overview of patient safety culture at the Naval Academy Hospital thoroughly. Materials and Methods: The research was descriptive, and used a questionnaire as the data collection tool for patient safety culture, which was adapted from the Hospital Survey on Patient Safety Culture questionnaire published by The Agency for Healthcare Research (AHRQ). The data analysis performed was descriptive statistical analysis. Results: The results showed that the distribution of patient safety culture based on installation indicated that every installation in the Naval Academy Hospital had a positive patient safety culture. Installations which received a positive response above 50% were the emergency department installation, inpatient room installation, general poly, medical record, laboratory installation, environmental sanitation installation, physiotherapy installation, laundry installation, financial department, and drug warehouse. The dimension having the highest positive response was the cooperation within the unit (79.4%), while the lowest was management support (39.0%). Conclusion: Patient safety culture at Naval Academy Hospital is quite positive. It is expected that the hospital will continue to make improvements and enhance the culture of patient safety, especially the dimension in the lowest category. Pages 899 to 912</p>

- Integrated Social Media Marketing with Elaboration Likelihood Model (ELM) in Bali Indonesia**
- I Gusti Ayu Ketut Giantari^{a*}, Anak Agung Ayu Sriathi^b, Ni Wayan Ekawati^c, Ni Nyoman Kerti Yasa^d, Made Setini^e,** ^{a,b,c,d,e}Faculty of Economics and Business, Udayana University, Indonesia, Email: ^aayugiantari@unud.ac.id
- Marketing can be the heart of a business. E-WOM among its users can be a persuasive tool to encourage users to make purchases especially with social media support, which has become a part of daily life. The purpose of this study is to develop a comprehensive model to investigate the effect of social media marketing and e-WOM on consumer purchase intentions by integrating the elaboration likelihood model (ELM), and the theory of reasoned action (TRA). The analysis technique used is Partial Least Square (PLS). The research findings show that all variables have a direct and significant influence. However, their attachment to E-WOM did not mediate positively and significantly the effect of their attachment to social media marketing on purchase intentions. This means that the intention to make a purchase will be stronger because it is driven by a stronger marketing engagement through social media that serves as a reference for teenagers. This means that their attachment to E-WOM in this study does not have a role as a mediating variable. The results of the analysis are expected to be considered by producers and marketers, to be able to face further competition and can be used as an alternative business development strategy. In fact, for the government, this research is expected to be an input in policy making that drives the pace of economic growth in Bali. Pages 913 to 930
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- Understanding Crowdfunding Ecosystem as Alternative Source of Entrepreneurial Finance for SMEs in Ghana**
- Joseph Owusu^a, Wilberforce A. Owusu-Ansah^b,** ^{a,b}Department of Marketing and Corporate Strategy, Kwame Nkrumah University of Science and Technology, Ghana, Email: ^ajosephowusu87@yahoo.com, ^bwansah@gmail.com
- Recently, crowdfunding has gained significant recognition in entrepreneurial finance across the world. The goal of this current paper is to bring to fore better understanding of the under-researched funding behaviour of crowdfunding by employing social capital network theory to demonstrate that Small Medium Enterprises (SMEs) in Ghana can substantially benefit from crowdfunding source of finance. This research depends on social capital network theory to guide, organise, and explain the phenomenon. The study looks at the ecosystem standpoint to understand the various crowdfunding stakeholders and the roles they play in the process. The present study also reviews the related literature focusing on how the study fits into the general context of crowdfunding phenomenon. Based on the typology approach, our study identified four models of crowdfunding: namely, peer-to-peer lending, equity, rewards, and donation. Guided by the identified models and their importance, we propose a conceptual research model and conclude by indicating how this current research supports the financing needs of SMEs in Ghana. Pages 931 to 946
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- Administrative and Enforcement Issues in Collecting Assessment Rate Arrears in Local Authorities in Malaysia**
- Elina Mohd^a, Zainal Amin Ayub^b, Haslinda Mohd Anuar^c,** ^aMajlis Bandaraya Alor Setar, Kedah, Malaysia, ^{b,c}School of Law, COLGIS, Universiti Utara Malaysia, Email: ^aelina@mbas.gov.my, ^bz.amin@uum.edu.my, ^chaslinda@uum.edu.my
- The assessment rate is the main revenue for local authorities. It finances the services and maintenance of the local authority areas. The revenue is mainly from the assessment rate, but collection keeps on decreasing, causing difficulties to local authorities to provide good services. This study aims to examine factors causing assessment rate arrears. The scope of the study is on the local authorities in the northern region of Malaysia. The study employs socio-legal research where data is collected through interviews with respondents like the Mayor or Council's President and respondents from the relevant local councils. Data is analysed using descriptive analysis. It is found that there are weaknesses in administrative and enforcement in claiming assessment rates arrears. This study proposes ways to overcome assessment rates arrears, among others, through the amendment of the Local Government Act 1976, improving local authorities' services, cooperation by the Land Office and enhancing public perception and awareness towards assessment rates. Pages 947 to 957
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- Institutional Control as an Entry Point for Transparency in Information Disclosure: Field Study in a Sample of Iraqi Banks**
- Khalid Aziz Farhan Essa^a, Shireen Azeez Mohammed^b, Irina Frolova^c,** ^aCollege of Education for Humanities Presidency of Kirkuk university, ^bNorthern technical university, Southern Federal university, Email: ^aKhalid.azis@uokirkuk.edu.iq, ^bShireen.azis@ntu.edu.iq, ^cirarostov@gmail.com
- The financial industry has been affected by the financial crisis and its repercussions as a result of sudden and rapid changes and deviations in the prices of stocks and bonds and swap values in general. This deviation can be repaired by restoring the role of institutional control through its principles (Board of Directors, Audit Committees, Internal Auditor, External Auditor). The objective of this research is to demonstrate the role of institutional control in achieving transparency in the disclosure of information in a sample of Iraqi banks, and the hypotheses of the study were developed in order to achieve its purposes and directions. From the distributed (82) questionnaire forms to managers and auditors in the field under discussion, (75) were retrieved. The hypotheses of the study were tested using correlation coefficient and multiple regression coefficient to diagnose correlation and effect relationships between the variables of the respondents. After consideration, the research recommends the need to activate the role of institutional control more effectively and efficiently because of its role in achieving transparency in the disclosure of information. Pages 958 to 977
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- Common Mistakes in Official Communications Computer Processing**
- Rasha Saud Abdulaali AL Taher^a, Hind Rustum Mohammed^b, Zahraa Azhar Muhammad^c,** ^{a,b,c}University of Kufa- Faculty of Computer Science and Mathematics, Email: ^arashas.abdulaali@uokufa.edu.iq, ^bhindrustum.shaaaban@uokufa.edu.iq, ^czahraa.alramahi@uokufa.edu.iq
- Common mistakes in official communications are among the most important problems that face us in our institutional societies. The present has invaded with its scientific and practical life, but we must employ them to serve our Arabic language, which is the language of the Holy Quran, to be a lifeline seeking to preserve that language on the one hand, and to overcome the difficulties experienced by the employee on the other hand. Thus, this research came to reduce those mistakes that have spread – and noticeably in our official speeches – by creating a program that can diagnose the grammatical, spelling, and linguistic error in those speeches, and then correct them, whether the correction is with one word, a sentence or the full text. Pages 978 to 986
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- The Impact of Strategic Management Tools and Techniques on Organisational Performance Management: Mid-Level Managers' Perceptions**
- Saleh Alarifi^a,** ^aAssistant Professor/Management Information Systems, Taif University Taif, Saudi Arabia, Email: ^as.hamed@tu.edu.sa
- DOI: 10.53333/IJICC2013/131178
- Strategic management and its factors are among the most important factors affecting the efficiency of business and increasing its competitive advantage among others. One of the most important components of this is the Business Intelligence System (BI). Concern in this regard has always been confined only to the views of senior managers, both in choosing the technology that helps the business to implement its strategic plan and put it in the scope of actual implementation in what works for the benefit and development of the business or regarding the (BI) system and its impact. This neglect of the perspectives of middle managers is the basis for this research, as it should be highlighted unlike researches that have been done before. The main purpose of this study is to evaluate BI systems as viewed by mid-level managers. Finally, this study concluded that from a medium-level perspective, a comprehensive strategic plan model can be made. This study also demonstrated the effectiveness of BI systems in improving the performance of business strategic management. After collecting and analysing data, the researcher found that there is a relationship between organisational alignment and business activities, and a relationship between organisational alignment and the efficiency of the CPM process. However, the researcher did not find possible ways to influence the organisational alignment itself. Pages 987 to 1002

Pdf	<p>The Effect of Lean Production on Quality Engineering: An Applied Study in the Al Waha Company for Soft Drinks, Juices and Mineral Water</p> <p>Rehab Hussein Jawad^a, Fatimah Hussein Kadhim^b, Lwomi Hussein Al-mansoori^c, ^{a,b}Faculty of Administration and Economics, University of Babylon, ^cFaculty of Computer Science and Mathematics, University of Kufa, ^aRh.aa880@yahoo.com, ^bfatimah.uob@gmail.com, ^clumah.almansory@uokufa.edu.iq</p> <p>The main objective of the current study is to examine the effect of lean production on quality engineering. This is a serious attempt to fill or reduce the knowledge gap in interpreting the relationship between these variables. In order to achieve this goal, the questionnaire was used as a main tool for collecting the required data through random sample distribution. The researchers distributed 150 questionnaires to a number of company staff. Of these, the researchers collected 148 questionnaires which were analysed using a number of statistical tests available in the AMOS V24. The study then reached a set of statistical results that showed a positive and significant effect of lean production on quality engineering. Pages 1003 to 1013</p>
Pdf	<p>The Use of Lean Thinking Towards Improving the Effectiveness of the Internal Auditor: An applied study in a group of banks in Iraq</p> <p>SakarDhahir Omar Amen^a, Basira Majeed NajmBaqi^b, Wisam Sami Jabbar Zini^c, ^{a,c}Northern Technical University Technical Institute of Kirkuk Department of Accounting Techniques, ^bUniversity of Sulaimani College of Administration and Economic Department of Accounting, Email: ^asakar.amin@ntu.edi.iq, ^bbasira.najm@univsul.ed.iq, ^cwisam_sami@ntu.edu.iq</p> <p>The research aims to study the entrance of lean thinking and its role in improving the effectiveness of the internal auditor of the views of a sample of employees of Iraqi banks, By measuring the impact and testing the relationship between lean thinking and the effectiveness of the internal auditor, the analytical descriptive approach was adopted, As well as the selection of a sample of gentlemen in the banks and the number (62) individuals, using the questionnaire, which included (42) paragraph. The results were extracted through the statistical program (SPSS) to validate the research hypotheses related to the correlation and impact between the two research variables. A number of results have been reached, the most important of which is a positive correlation between the lean thinking and the effectiveness of the internal auditor, and then formulating a number of recommendations related to the results of the research. The most important work is to spread awareness in the Iraqi banks on the importance of lean thinking and ways and methods. her job. Pages 1014 to 1029</p>
Pdf	<p>The Living Law in Indonesian Penal Code: A Combination of Legal Certainty and Justice</p> <p>Hanafi Amrani^a, ^aLecturer at Criminal Law Department, Faculty of Law Universitas Islam Indonesia, Yogyakarta, Indonesia, Email: ^ah.amrani@uli.ac.id</p> <p>This article considers the question of whether the concept of living law, which is not written, can be accommodated in Indonesian criminal law with the type of written law based on the principle of legality. Many people assume that living law contradicts legality because both have different goals; justice for the former and legal certainty for the latter. I argue that the concept of living law in the Indonesian Penal Code is not at all contrary to legality, but rather combines legal certainty and justice in the Indonesian legal system. They are studied based on aspects of legal substance, legal structure and a legal culture that places living law and criminal law in the right proportion in society. Pages 1030 to 1044</p>
Pdf	<p>Religious Pluralism in the Thoughts of Religious Leaders in Malang, Indonesia</p> <p>Achmad Khudori Soleh^a, Erik Sabti Rahmawati^b, ^{a,b}Universitas Islam Negeri Maulana Malik Ibrahim Malang, Indonesia, Email: ^akhudorisoleh@pps.uin-malang.ac.id, ^berikrahmawati@syariah.uin-malang.ac.id</p> <p>Social and political considerations alone are inadequate to be the basis for pluralist attitudes so as to build relationships between religious communities because conflicts between religious communities still occur. This pluralist attitude needs a theological foundation to be made reliable. The purpose of this study is to explore the thoughts of religious leaders in Malang on the scriptural basis of religious pluralism, the methods of thinking used and the forms of activities applied. The analysis method uses the interview as the source of primary data. Document analysis was also carried out. Twelve religious leaders were the subjects, representing six religions in Malang: Islam, Catholicism, Protestantism, Hinduism, Buddhism and Confucianism. The results of the study showed that the thoughts of religious leaders were divided into two: pluralist and inclusive. There are four models of their thinking methods: privatisation, filtering, hermeneutics and proportionality. The thought of religious pluralism were applied in two forms: doctrine and social activities. The findings of this study are twofold: first, correcting Webber's theory of the relationship of beliefs and deeds; second, a new method called "Patterns of Pluralism Interpretation". Based on this, the research suggests that pluralist verses continue to be socialised and more interfaith social activities have been carried out. Pages 1063 to 1078</p>
Pdf	<p>Mukim Existence in Aceh Government Structure: Local Wisdom Representation in Supporting Regional Development</p> <p>Muhammad Ikhsan Ahyat^a, Badaruddin^b, Humaizi^c, Heri Kusmanto^d, ^{a,b,c,d}Doctoral Program of Development Study, Faculty of Social and Political Sciences, Universitas Sumatera Utara, Medan, Indonesia, Email: ^bbadaruddin@usu.ac.id</p> <p>Mukim is a form of local wisdom existing in Aceh. This study is aimed at explaining the role of mukim in presenting local wisdom as the basis of development in Aceh. This study used a qualitative research approach. The sources of data in this study are from primary and secondary data. The primary data was gained through observations, in-depth interviews with informants' opinions and focus group discussion (FGD), while secondary data was from literature review. It can be concluded that the existence of Aceh government policy has made mukim return as an institution that has a very important role in community development based on local wisdom. The Aceh government is expected to be able to provide encouragement and stimulants to the mukim by paying attention to all forms of local wisdom so that its role can be maximised in development in Aceh to provide welfare for the community. Pages 1079 to 1089</p>
Pdf	<p>Why Enterprise Resources Planning Technology is Needed for Logistics Integration and Retailer Satisfaction</p> <p>Hotlan Siagian^a, Zeplin Jiwa Husada Tarigan^b, ^{a,b}Petra Christian University, Master Management Program, Indonesia, Email: ^ahotlan.siaagian@petra.ac.id, ^bzeplin@petra.ac.id</p> <p>This study examines the impact of enterprise resource planning (ERP) technology on retailer satisfaction through internal logistics integration and manufacturing integration. This research was conducted with 135 manufacturers domiciled in East Java, Indonesia. Data collection was carried out using a questionnaire and analysis was performed using SmartPLS. The results showed that ERP technology influence logistics integration. However, ERP technology does not affect manufacturing integration. ERP affects retailer satisfaction. Logistics integration influences manufacturing integration. Logistics integration influences retailer satisfaction. Manufacturing integration affects retailer satisfaction. One of the interesting findings is proof that internal logistics integration mediates the influence of ERP implementation on the retailer. However, manufacturing integration did not mediate the influence of ERP technology on retailer satisfaction. Hence, the ERP technology adopted by a manufacturer affects retailer satisfaction through direct and indirect effects. The results of this study provide an insight for industry practitioners that implement ERP, an excellent benefit for the company. Pages 1090 to 1104</p>

ETC

Pdf	<p>A Methodological Approach to Judges' Decisions as a Form of Supervision of Judge Behavior by the Supreme Court and the Judicial Commission</p> <p>Mukti Fajar^a, ^aProfessor of Law Faculty, Universitas Muhammadiyah Yogyakarta, Indonesia, Email: ^amuktifajar_umy@yahoo.co.id</p> <p>Judges have a noble and burdensome task. They are obliged to examine cases and make decisions in the name of God and justice. Therefore the judge is given power by the constitution to be free and independent, without pressure or influence from anyone. Despite that, the judge is still an imperfect human being and often makes errors. Because of that, internal supervision by the Supreme Court and external supervision by the Judicial Commission are necessary to oversee the professionalism and behaviour of judges. The judge's decision is jurisprudence, which is an open legal doctrine that must be understood through legal logic. That is why academic aspects are needed for it to be more objective and effective. This article proposes the following problem: How is the methodological approach to judgment and decisions of judges based on legal logic, as an effort to supervise between the Supreme Court and the Judicial Commission on the behaviour of judges? The research applied the normative juridical method by studying the principles and theories of law and legislation related to the supervision of judges in Indonesia. The findings show that to conduct joint supervision between the Supreme Court and the Judicial Commission on the professionalism and behaviour of judges, a breakthrough is needed by carrying out a methodological approach and academic analysis of the judges' judgment and decisions. The results of the analysis of the judge's decision are not to overturn the judge's decision, but to indicate the existence of fairness, oddity, or deviation from the judge's behaviour objectively and effectively. Pages 1301 to 1312</p>
Pdf	<p>Nuclear Crimes in Peaceful Fields</p> <p>Ahmed Hamdallah Ahmed^a, Zain Alabdeen Awad Kadem^b, ^{a,b}College of Law, AL -Qadisiyah University, Ministry of Higher Education and Scientific Research, Republic of Iraq, Iraq, Emails: ^aahmed.hamdallah@qu.edu.iq, ^bzain.alabdin@mu.edu.iq</p> <p>Humans seek, through scientific capabilities and technological development to use nuclear energy as an alternative energy to traditional sources. This is as a result of its efficiency and its high capacity for generation in all fields. There is no doubt that scientific development must have a dark side, which represents the negative effects of that use and that nuclear energy has uses in the peaceful field. But as a result of the use of nuclear energy, there are crimes and acts that may inflict interests protected by law of serious and grave harm. Therefore, we see legislation that has enacted laws to address some of these problems, even though its treatment needs a broader view of the seriousness of the issue. This includes Egyptian legislation such as Law No. 59 of 1960 in the matter of organising work with Egyptian ionising radiation, as well as international agreements such as the Convention on the Physical Protection of Nuclear Material of 1980, and the International Convention for the Suppression of Acts of Nuclear Terrorism of 2005. Pages 1313 to 1329</p>
Pdf	<p>Consonant Lenition among Speakers of Arabic</p> <p>Jumanah Shakeeb mohammad Taqi^a, ^aCollege of education for Women, Iraqia University, Iraq, Email: ^ajumanah.taqi@aliraqia.edu.iq</p> <p>English has become the language of communication in almost all countries particularly for trade, business and educational purposes. English is thus taught as a second or foreign language. Efforts are made to teach the native accent, yet, the teachers who teach are also non-native. Most of the communication that takes place in English in non-native countries is among non-native speakers. Hence, a dialect of English is created which is influenced by the native language of each country. Hundreds of non-native dialects are currently in development. Lenition is a weakening of certain sounds in continuously. The influence of the mother tongue affects the sounds of Arabic speakers while using English. This paper studies examples of lenition from Arabic speech of teacher-student conversations and investigates how far it does or does not affect overall communication. The researcher has analysed selected conversational passages to study consonant lenition in Arabic speech. It was concluded that Iraqi speakers of English do conform to some patterns of lenition, but differ in some patterns from native English speakers. The overall communication is not affected. Pages 1330 to 1346</p>
Pdf	<p>Contemporary Trends of Administrative Innovation and its Impact on Developing Employee Performance</p> <p>Ahmed AbdulSalam Ahmed Al-Salim^a, Eshaq Yousif Hamdan^b, Sarah Sabah Khorsheed^c, ^{a,b}University of Samarra, ^cTechnical Institute of Kirkuk, Northern Technical University, Email: ^aahmedcollege80@gmail.com</p> <p>This study aims at shedding light on the contemporary trends of administrative creativity and its impact on the development of the performance of workers in the Iraqi private banks, where the study followed the descriptive analytical approach and the study population of those working in those banks and the sample of the study are 107 samples. The study comes with a number of conclusions, the most important of which is the strong correlation between administrative creativity on the one hand and the material and moral incentives offered to the employees on the other hand, based on the conclusions we find by the study. Recommendations were made, the most important of which is encouraging employees to generate new ideas that contribute to increasing the organisation's revenues, and achieving survival and growth by focussing on the creative aspects to achieve the best financial income and best service alike. Pages 1347 to 1359</p>
Pdf	<p>Public Consultation in the Acquisition of Customary Land in Indonesia: An FPIC Perspective</p> <p>Sri Hajati^a, Sri Winarsi^b, Xavier Nugraha^c, Muhammad Jibril^d, Reynard Kristian^e, ^aDepartment of Jurisprudence Faculty of Law Universitas Airlangga, ^bDepartment of Administrative Law Faculty of Law Universitas Airlangga, ^cFaculty of Law Universitas Airlangga, ^{d,e}Faculty of Law Universitas Gadjah Mada, Email: ^asri.hajati@fh.unair.ac.id, ^bsri.winarsi@fh.unair.ac.id, ^cxavier.nugraha-2015@fh.unair.ac.id, ^dmuhjibril.law@gmail.com, ^ereynard_kristian@yahoo.com</p> <p>To this day, the indigenous community is stigmatised as an obstacle to development. In reality, indigenous peoples are marginalised in the development process because the government has not yet fully recognised their rights. This research is juridical-normative research, in which it aims to identify the importance of free, prior, and informed consent (FPIC) in land acquisition law for indigenous communities and to understand the problem of public consultation on customary land and find solutions to these problems. Land acquisition law for public use in Indonesia is inseparable from FPIC. One of the new nomenclatures that come together with the Land Acquisition Law is a public consultation, where the mechanism of public consultation is fundamental to build public participation. Based on this research, it is found that there is a contradiction in the manifestation of the principle of consent in the positive law of land acquisition in Indonesia. The author offers the ideal concept of public consultation in FPIC-based land acquisition. This concept will help to provide more substantive justice to indigenous communities whose land is the object of land acquisition. Pages 1360 to 1374</p>
Pdf	<p>Politics and Women's Leadership: Understanding Women's Political Participation in Public Leadership</p> <p>Elly Nurlia^a, Utang Suwaryo^b, Widya Setiabudi^c, Netty P^d, ^aFaculty of Social and Political Sciences, Universitas Padjadjaran, Bandung & Mathla'ul Anwar University, Banten, Indonesia, ^{b,c,d}Faculty of Social and Political Sciences Universitas Padjadjaran, Bandung, Indonesia, Email: ^aelly16001@mailil.unpad.ac.id</p> <p>This study aims to explain women's political participation and public leadership. Two main points are discussed. The problem of women's political participation in public leadership is indeed full of twists and turns. Various obstacles, ranging from cultural factors, religion, and others, are still barriers for women to participate in public leadership. This study uses qualitative methods that are naturalistic and descriptive by obtaining data through various secondary sources. The results of the study showed that women were able to compete on par with men. In leadership, also between men and women, there are substantial differences. However, women have the advantage in leading because; they have the ability to persuade, have a lower level of ego, do not eliminate firmness, flexibility and considerate work ethic, and are able to lead with empathy and willingness to take risks. Pages 1375 to 1386</p>

Pdf	<p>The Implementation of Early Childhood Mathematics Education in Stimulating Collaborative Abilities: A Local Wisdom Approach</p> <p>Feri Faila Sufa^a, M.Hery Yuli Setiawan^b, ^{a,b}Early Childhood Education Program, Faculty of Teacher Training and Education, Universitas Slamet Riyadi, Surakarta, Indonesia, Email: ^aferifailasufa@unisri.ac.id</p> <p>Mathematics education is still a polemic in Early Childhood Education (ECE), as is learning to read, write and count. But the introduction of mathematics can be introduced to early childhood through daily activities and environmental approaches. The purpose of this study is to describe the need for mathematical recognition at an early age, and the supporting and inhibiting factors in early mathematics learning by utilising local wisdom. The study was conducted at twenty institutions along the Solo Highway, with data collection techniques through observation, interviews, and questionnaires to educators and early age parents. The results of the study explain how local wisdom could be used to stimulate mathematics learning. Pages 1387 to 1398</p>
Pdf	<p>Corporate Social Responsibility (CSR) and the Sustainability of Pt. Pertamina RU II Production in a Mangrove Area of the Pakning River</p> <p>Dadang Mashur^a, Sujianto^b, Sofyan Husein Siregar^c, Ridwan Manda Putra^d, ^{a,b,c,d}Department of Environmental Science, Universitas Riau, Email: ^adadang.mashur@lecturer.unri.ac.id, ^bsujianto@lecturer.unri.ac.id, ^csofyan.siregar@lecturer.unri.ac.id, ^drm.putra61@gmail.com</p> <p>Sustainable development is a collaboration between the government, private sector, and the community that is carried out with the concept of participation because the community is an entity that exists in an area that together seeks to realise social welfare. One of the problems faced in the environmental field is the problem of abrasion and damage to mangrove ecosystems along 46.5 km, and it is included in the critical category spread in five districts in Bengkalis Regency. Therefore through the Green Jewel Program, the local community cooperates with PT. Pertamina RU II Production of Sungai Pakning to rehabilitate mangrove forests. This type of research is Mixed Method, which is a collaboration between qualitative and quantitative approaches with an emphasis on qualitative and quantitative methods as a reinforcement of qualitative findings and data collection through interviews, surveys, observations, literature studies and focus group discussions (FGD). The findings of this study indicate that the level of sustainability of the Permata Hijau CSR Program of PT. Pertamina RU II River Pakning in the mangrove area in a multi-dimensional category is less sustainable. This is because of the Permata Hijau CSR program of PT. Pertamina RU II Sungai Pakning is still oriented towards the social and technological dimensions and ignores the ecological, economic and institutional dimensions. Pages 1399 to 1422</p>
Pdf	<p>The Social Role of Graffiti of Protesters of 2019</p> <p>Saba Qais Al-Yassiry^a, ^aCollege of Education, University of Kufa, Najaf, Iraq, Email: ^asaba.abdulhussein@uokufa.edu.iq</p> <p>Artistic achievements over time have links to the human being and his basic needs. Freedom and demanding rights are among the most important human needs. What happened in Tahrir Square in the centre of the Iraqi capital, Baghdad, was a cry of freedom and an expression of my opinion with drawings simulating events. On political and social life, close to the Monument of Freedom, youthful cartoons were embodied in a peaceful manner that raises controversy through artistic expressions in contemporary formulations that challenge reality. As a result of repression and fear of losing documenting these drawings, the study attempted to document this special period in the life of Iraq, which demonstrated the culture of this generation and their awareness of their rights and duties towards the homeland. It is evident in the graffiti there is a cultural and artistic awareness and a clear interest in the cultural heritage. Through analysing the models, there is a focus on basic concepts indicating the maturity of the demonstrators and their awareness by emphasizing the martyr through the icon of the revolution (Safaa al-Saray) and the white shirt to denote peace and the student majority for the revolution. The emergence of marginalized or poor strata of society in the common struggle. Pages 1423 to 1441</p>
Pdf	<p>Turkish – Israeli Co-operation and its Effect upon the Turkish – Iranian Relations 1996 -1997</p> <p>Shatha Faisal Rasho^a, Mohammed Dakhil Kareem^b, ^{a,b}University of Al-Hamdaniya, Email: ^bdr.mdksh@gmail.com</p> <p>The second half of the 20th century has witnessed significant relation between Turkey and Israel. They have started by the Turkish recognition in the state of Israel after its establishment in 1949. Then, there is diplomatic exchange and culture ties and economic Co-operation. This reached the climax in the last decade of the 20th century between 1996-1997 when both parties have signed many agreements in the military and security field as well as exchanging intelligence expert and military manoeuvres. No doubt, these ties reaching this level has affected negatively on the ration of turkey with its neighbouring state Iran from its side has considered the Turkish-Israeli alliance might threaten directly its national security although there is a continuation of political and economic rations, taking into consideration not to raise problems on level of officials and in return Israel still looks at the development of relations between Turkey and the Arab states may affect negatively on its national and regional security and at the sometime Israel tries not to deepen the relations between Iran from one side and Syria and Lebanon from another. Pages 1442 to 1451</p>
Pdf	<p>The Historical Route of Puppets Arts Experience in Iraq</p> <p>Zainab abd al-Ameer Ahmed^a, ^aUniversity of Baghdad - College of Fine Arts,</p> <p>Throughout the ages, the importance of puppets arts comes from the importance of the puppet. Its first function appears by using it in pagan religious rituals and magic. The puppet has a series of functional changing. It has played different political, social, and cultural roles, by that it became out of religious field and entered the artistic field. Therefore, types of puppets arts play big roles in the different fields of life. The researcher has limited the problem of this research as that, the real existence of puppets arts in Iraq has a great deal of weakness and obscurity. As well as the specialists in this field have fogginess intellectual views, whether they are in the governmental foundations or not, and whether they have a direct contact with the puppets arts or not. The researcher has also found a clear weakness in formal and scientific documentations of the artistic efforts that have done for puppets arts. This weakness comes from the lack of awareness in dealing with these arts by describing them, as effective arts like all other arts that have the specialists' interest. Moreover, there are very limited scientific researches that shed light on these efforts by analyzing their accuracies and amounts, especially those researches about puppets arts in Iraq. This research depends on historical analysis to describe puppets arts in Iraq during the period 1954-2017. The results show that the developing of these arts in Iraq have four phases according to artistic and educational levels, which are as the following: 1. Initiatives phase (1955-1966) 2. Establishing phase (1967-1979) 3. Recession and hesitating phase (1980-2000) 4. Renaissance and dedication phase (2003-2017). The most important suggestion of this research is to dedicate the enlightenment of the puppets arts by specialists in the formal foundation, especially Ministry of education, ministry of culture, ministry of higher education, and official media institution. As well as building national center for puppet arts in Baghdad, and establishing sub-centers for it in all cities. Puppets arts should treat as main subjects in institutes and colleges of fine arts in Iraq. Official Theatrical foundation should make for puppets arts and it can add to department of cinema and theater or department of the child's culture, and foundation of festivals specializing in puppets arts whether in theater or in cinema. Pages 1452 to 1472</p>

Why Enterprise Resources Planning Technology is Needed for Logistics Integration and Retailer Satisfaction

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This study examines the impact of enterprise resource planning (ERP) technology on retailer satisfaction through internal logistics integration and manufacturing integration. This research was conducted with 135 manufacturers domiciled in East Java, Indonesia. Data collection was carried out using a questionnaire and analysis was performed using SmartPLS. The results showed that ERP technology influence logistics integration. However, ERP technology does not affect manufacturing integration. ERP affects retailer satisfaction. Logistics integration influences manufacturing integration. Logistics integration influences retailer satisfaction. Manufacturing integration affects retailer satisfaction. One of the interesting findings is proof that internal logistics integration mediates the influence of ERP implementation on the retailer. However, manufacturing integration did not mediate the influence of ERP technology on retailer satisfaction. Hence, the ERP technology adopted by a manufacturer affects retailer satisfaction through direct and indirect effects. The results of this study provide an insight for industry practitioners that implement ERP, an excellent benefit for the company.

Key words: *ERP technology, internal logistics integration, manufacturing integration, retailer satisfaction.*

Introduction

In today's globalisation era, the development of the internet is growing. Many manufacturers use this developed technology to serve their retailers or distributors well. Some manufacturing companies have integrated their distributors through the use of the information technology provided by the company. The company is trying to improve retailer satisfaction in the pursuit of more orders coming from the retailer, and the retailers re-purchase of

products from the company in the future (Ali & Dubey, 2013). The company expects that retailers contribute more income, which then enables the company to survive and grow in the long term. The integration built by the company with retailers requires the adoption of applied information technology, which is usually in the form of enterprise resource planning (Graham, 2018). Research by Mandal & Bagchi (2016) states that in building a competitive strategy, top management usually adopts the enterprise resources planning technology to support company performance.

Technology provides benefits in several aspects related to the company, such as establishing an internal and external integration of the company (Demeter et al., 2016), which enables the company to deliver the goods on time as requested by the customers. Integration with retailers will also provide more and timely orders for companies and subsequently, the company can inform suppliers of the amount of raw material needed. Besides, external integration with the supplier will enable the production scheduling process that is essential for the production, while internal integration enables the cross-functional coordination to enhance the productivity and efficiency (Ståhle et al., 2019). From the distributor, the existence of internal and external integration will allow the distributor to anticipate all future deliveries of goods on time. Thus, distributors and retailers can fulfil all customer orders quickly. According to Thomé & Sousa (2016), manufacturing integration in companies will set up coordination between functions through the availability of integrated data and reporting systems.

For shipping companies, the adoption of information technology enables companies to build external and internal integration to improve company performance (Zhao et al., 2013). The information technology used by companies in the form of ERP is fundamental for the implementation of supply chain integration, especially for internal logistics integration systems (Graham, 2018). The integration of information within a company can inform the availability of raw materials in the warehouse or if not available, the ERP system creates a demand for goods automatically (Tarigan et al., 2019). Manufacturing integration within the company eliminates multiple activities that do not need to be done by one department, which allows cross-functional communication, interaction, coordination and collaboration to take place efficiently (Seo et al., 2015).

Manufacturing integration is an integration of divisions in an organisation that works together to produce a product, for example, a group or division of machines that work together with the cable division. They work together to form a new electronic device that is the same. The relationship between the concept of ERP and manufacturing integration certainly makes the process easier for manufacturing integration. Like the communication that occurs between divisions or groups in an organisation will undoubtedly be facilitated by the presence of ERP technology. Also, the existence of technology integration in the form of ERP makes the

process that must be carried out to produce an item faster and more effectively when compared to the absence of technology. This finding is also supported by research by Maiga (2012), which states that technology integration does not only improve communication but also simplifies the process of disseminating information within an organisation or company.

The relationship between the ERP adopted by companies as technology integration with retailer satisfaction is the use of ERP as system integration. Internal integration can influence the company's performance by making internal improvements in the company so that it can provide information according to customer needs (Riley et al., 2016). ERP technology helps companies to interact with retailers and facilitate order fulfilment by retailers to the customer by providing services in terms of proper technology. Technology in retailers is beneficial in all processes carried out with the benefit of facilitating a more efficient process. By using ERP, retailers can submit an order more quickly and the constraint of long-distance becomes irrelevant. Ali & Dubey (2013) state that by using technology, retailers find it easy to order a product and customer demand will be fulfilled properly and will make things favourable for the company in the eyes of customers.

The relationship between internal logistic integration with manufacturing integration is interconnected within a supply chain (Zhao et al., 2013). Logistics activities are interacting with other functions and are interconnected within a supply chain network (Seo et al., 2015). Logistics activities determine how the customer was served in terms of satisfaction level. If the production process is internally well organised and efficient, shipping automatically runs on time and the company process becomes efficient, and in the end revenue will increase. Vice versa, if logistics is hampered, it will automatically affect the company's production process, which causes productivity to decrease and be inefficient.

Internal logistics integration significantly influences retailer satisfaction. According to Ali & Dubey (2013), retailer satisfaction can be achieved through an excellent service provided by companies to retailers as consumers. In other words, the main and most important requirement for retailer satisfaction is the service level provided by companies. The relationship between manufacturing integration with retailer satisfaction may not be directly related. However, manufacturing integration enables the production department to improve the quality of the product, which in the end, will improve retailer satisfaction and encourage the retailer to re-purchase. Internal integration in manufacturing companies will be able to build an integrated manufacturing system to increase supply chain risk management and manufacturing flexibility (Chaudhuri et al., 2018).

Enterprise Resources Planning Technology

Supply chain integration in manufacturing companies enables companies to build internal and external integration of the company by using computer technology (Yuen & Thai, 2017). The integration established by the company through the use of ERP technology functions (Matende & Ogao, 2013) to integrate all departments or cross-functional within the company (Sundram et al., 2018). Tarigan et al., (2020) stated that ERP technology is used by companies to share data of orders from customers with the marketing department and the planning production inventory control (PPIC). The PPIC department, based on the shared data, provide production planning for the manufacturing and inventory system. The manufacturing companies always upgrade their ERP technology to match the current business process in order always to be able to integrate data, especially between departments in manufacturers namely: marketing, production, purchasing and warehouse (Jagoda & Samaranayake, 2017). Utilisation of ERP technology in companies improves the working efficiency and effectiveness (Tarigan et al., 2018). ERP technology in this study is assessed using indicators namely: ERP can integrate department data; make it easy to monitor company conditions; ERP systems are upgraded in line with technological advances; and ERP systems assist in decision making.

Internal Logistics Integration

Internal logistics integration can be defined as the company's ability to build integrated logistics systems with internal and external companies that are well-coordinated that the flow of information and material move smoothly (Prajogo et al., 2016). Internal logistics integration is measured by the extent to which logistics activities interact with other functional areas during the logistic process activities. It is like a manufacturing company in terms of the entire supply chain, which consists of many separate companies united in one network setting. It is therefore necessary to measure company performance in an absolute and relative manner to explore the relationship between integrity and performance. The company that has designed internal logistics integration can ensure that the materials required will arrive on time, the quality will meet expectations and the right amount of material will be delivered. Research by Beheshti et al., (2014) states that internal logistics integration is measured if inventory data is integrated with all relevant departments, performs real-time inventory management, provides real-time access to logistics systems and provides real-time access to logistics cost.

Manufacturing Integration

According to Thomé & Sousa (2016), manufacturing integration is essential for better coordination between functions. With the integration of manufacturing, the production cost

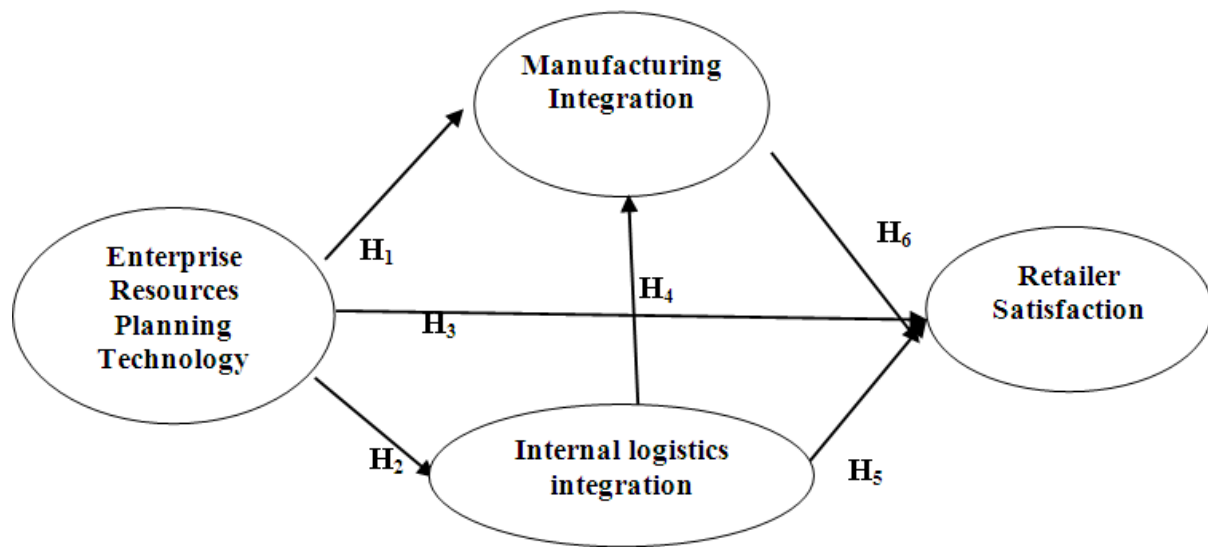
becomes more efficient and the process becomes better organised (Demeter et al., 2016). With manufacturing integration, productivity will increase, workers become more productive, the company gains more profits and increases market share. Manufacturing integration can be in the form of organisational practices, such as job rotation and co-location, or it could be in the form of technological practices. The company wants to use ERP as an operational system in business processes to improve capabilities in product design and rapid data integration. Innovations made at manufacturing companies are able to provide performance improvements and ultimately improve company competitiveness (Wijayanto et al., 2020). Stadnicka & Litwin (2019) also found that manufacturing integration eliminates the inefficient time, reduces production costs and improves the quality of the final product. Likewise, the work of particular groups will be continued by other groups continuously without any interruption of the process. The indicators used to measure manufacturing integration are: the existent of integrated production schedules; integrated order-inventory management; integrated production monitoring systems; and all functions in the company that can access production reports.

Retailer Satisfaction

Distributors and retailers are also the main customers of manufacturing companies to deliver the products or services requested to end-users. The company therefore should consider that it is very crucial to take into account retailer satisfaction. Retailer satisfaction usually is focused on the services provided by the company since the products offered by the companies have no significant differences, so service becomes the primary determinant of customer satisfaction (Ali & Dubey, 2013). Customer satisfaction is closely related to retailer satisfaction because customer satisfaction is an indicator of the retailer's satisfaction. Research conducted by Sahim et al., (2018) states that Indonesian farmers, as end-users, feel the shortage of fertiliser is not caused by a shortage of fertiliser company's production capacity but is constrained by distributors or retailers. The capability of the manufacturing companies to deliver their products to retailers is assessed using these indicators: delivery on time; delivery to the right agreed location; presence of product variance offered; deliver of the right quantity; deliver of the right product quality; and at an agreed price.

Based on the previous explanation, a conceptual research framework can be drawn up as shown in Figure 1.

Figure 1: Research Framework



Based on Figure 1 the research hypotheses are as follows:

- H₁:** ERP technology influence logistics integration.
- H₂:** ERP technology affects manufacturing integration.
- H₃:** ERP technology influences retailer satisfaction.
- H₄:** Internal logistics integration influences manufacturing integration.
- H₅:** Internal logistics integration influences retailer satisfaction.
- H₆:** Manufacturing integration affects retailer satisfaction.

Research Methods

This study uses a population of manufacturing companies located in East Java, the second largest province in Indonesia and the economic growth rate above the average growth of Indonesia. East Java is also one of the provinces with the most significant population in Indonesia. The primary respondent for data collection is those manufacturing companies that have: adopted ERP technology in their managing warehouse; use ERP in material procurement; use ERP in handling inventory; and use ERP in sending the finished product to the distributor or retailer. A total of 165 questionnaires were distributed to the respondents and 135 questionnaires were returned and valid for further analysis. The composition of respondents in terms of the department is shown in Table 1.

Table 1: The Respondents Composition by Department

No	Department	Number	%
1	Accounting and Finance	5	4%
2	General (Top Management)	13	10%
3	Human Resources Department	6	4%
4	Materials Management	6	4%
5	Marketing and Sales	35	26%
6	PPIC	4	3%
7	Production	22	16%
8	Purchasing	9	7%
9	Department SCM	9	7%
10	Warehouse	26	19%
Total		135	100%

As demonstrated in Table 1, respondents represented the various departments of the organisation. This finding indicated that the respondents represented almost all functions in an organisation. Hence, the responses represent all functions of the organisation.

Results

The measurement model is tested against the validity with the minimum recommended factor loading value of 0.50 or t-statistic >1.96 . The measurement model is also tested for reliability. The test is performed against the minimum recommended composite reliability values above 0.7. The validity and reliability test results obtained are shown in Table 2.

Based on Table 2, the result demonstrated that all indicators have the smallest loading factor value on RS5 (exact product quality) of 0.692 above 0.50 and the smallest t-statistic value is at MI1 (schedule production has been integrated) with a value of 6.412 (higher than 1.96) so that all indicators meet minimum requirements.

Table 2: Test Validity and Reliability Research

Variable/Indicators	Original estimate sample	T-Statistic	Composite Reliability
Enterprise Resources Planning			0.868
ERP1 (ERP can integrate department data)	0.731	8.068	
ERP2 (Makes it easy to monitor company conditions)	0.829	15.798	
ERP3 (ERP systems is upgraded in line with technological advances)	0.770	11.666	

ERP4 (ERP systems assist in decision making)	0.823	18.349	
Manufacturing Integration			0.854
MI1 (The existent of integrated production schedules)	0.713	6.412	
MI2 (Integrated order-inventory management)	0.745	8.785	
MI3 (Integrated production monitoring systems)	0.839	13.522	
MI4 (All functions in the company can access production reports)	0.783	10.696	
Internal Logistics Integration			0.865
IL1 (Inventory data is integrated with all relevant departments)	0.717	8.978	
IL2 (Performs real-time inventory management)	0.798	12.779	
IL3 (Provide real-time access to logistics systems)	0.822	15.968	
IL4 (provide real-time access the logistics cost)	0.759	12.378	
Retailer Satisfaction			0.897
RS1 (Delivery on time)	0.822	15.603	
RS2 (Delivery to the right location)	0.848	20.819	
RS3 (Presence of product variance offered)	0.793	14.337	
RS4 (Deliver the right quantity)	0.730	9.478	
RS5 (Deliver the right product quality)	0.692	7.400	
RS6 (Agreed price)	0.726	7.180	

The reliability value, as shown in Table 2, indicated that the smallest value is 0.854 (manufacturing integration), which is higher than 0.7. All the variables have met the specified requirements in terms of reliability. The higher the value of composite reliability indicates the better level of accuracy, consistency and reliability of the variables in these indicators. An examination of the structural models is used to predict relationships between latent variables. The structural model is assessed using the coefficient of determination for the dependent variable, while the significance of the variables is assessed against the value of path coefficient and t-statistics. The coefficient of determination measures the ability of the independent variable to explain the variance of the dependent variable

The coefficient of determination is denoted by R-Square (R^2). The greater the value of R^2 , the higher the percentage of variance, that can be explained. The value of R^2 is calculated using the SmartPLS program as shown in Table 3.

Table 3: Value of R^2

Variable	R^2
ERP	
Manufacturing Integration	0.450
Internal Logistics Integration	0.504
Retailer Satisfaction	0.531

The R^2 value for manufacturing integration is 0.450, which means that ERP technology and internal logistics integration can explain the variance of manufacturing integration up to 45%. The R^2 -value for internal logistics integration is 0.504, which means that the percentage of the variance of internal logistics integration can be explained by the ERP technology is 50.4%. The R^2 -value for retailer satisfaction is 0.531, which means that the percentage of the variance of retailer satisfaction can be explained by the ERP technology, internal logistics integration and manufacturing integration up to 53.1%. The evaluation can also be done by looking at the value of Q-Square (Q^2). Q^2 assesses the relative influence of the structural model against observational measurements for endogenous latent variables. The Q^2 -value obtained is 0.8721. Since the Q^2 -value is greater than 0, it means the model has good predictive relevance.

The value of the coefficient path or inner model shows the level of significance in hypothesis testing. The t-statistics value indicates the significance of the coefficient score. Hypothesis testing is significant if the t-statistic value is more than 1.96 with a significance level (P-Value) of less than 5% or 0.05. The iteration results obtained using the Smart PLS software also produce the original sample estimate, mean of subsamples, and standard deviation. The original sample estimate is a beta score standardised that is used to see the predictive nature of the independent variable on the dependent variable.

Table 4 shows the results of the path coefficient. The ERP technology affects internal logistics integration with the path coefficient value of 0.710 and t-statistic of 11.239. This result shows that there is a significant positive effect between ERP technology and internal logistics integration in manufacturing companies in East Java.

Table 4: Hypothesis Test Result

Test	The original sample estimate the	Mean of subsamples	Standard deviation	T-Statistic
ERP > Internal Logistics Integration	0.710	0.727	0.063	11.239
ERP > Manufacturing Integration	0.032	0.015	0.160	0.199
ERP > Retailer Satisfaction	0.321	0.325	0.158	2.029
Internal Logistics Integration > Manufacturing Integration	0647	0686	0154	4214
Internal Logistics Integration > Retailer Satisfaction	0165	0183	0188	1977
Manufacturing Integration > Retailer Satisfaction	0363	0337	0158	2301

These findings also mean that an enhanced ERP will also significantly improve internal logistics integration. Companies implementing ERP can create integrated systems to facilitate the real-time monitoring of company conditions, which assists the management in decision making.

The adoption of ERP technology provides access to logistics systems and, in real-time, can monitor inventory availability. Meanwhile, the path coefficient of ERP on manufacturing integration shows a value of 0.032 with a t-statistic of 0.199. This finding shows that there is no significant influence of ERP on manufacturing integration. This result also means that an improvement in ERP does not significantly enhance manufacturing integration. The ERP designed by the company is not able to integrate the company's operational system. So, it is not easy to monitor the condition of the company, but the ERP system can help decision making through monitoring the production system and getting production reports that can be accessed by all functions in the company quickly.

The coefficient path for the effect of ERP on retailer satisfaction shows a value of 0.321 with a T-statistic of 2.029. This finding shows that there is a significant positive effect on ERP from retailer satisfaction in manufacturing companies in East Java. That is, an increase in ERP will also significantly increase retailer satisfaction in manufacturing companies. ERP built by the company can provide excellent facilities for external parties to enter the company's system so that external parties can monitor the company's operational conditions according to the rights granted and will help to make decisions for customers about timely product delivery, an agreed delivery location and product variance on demand. This result means that the management is required to give corporate customers, retailers and distributors,

the right level of satisfaction. The coefficient path for the effect of internal logistics integration on manufacturing integration shows a value of 0.647 with a t-statistic of 4.214. This value shows that there is a significant positive effect of internal logistics integration on manufacturing integration in manufacturing companies. This finding also means that an increase in internal logistics integration will significantly increase manufacturing integration in manufacturing companies. The company's ability to build a logistics integration system that provides a cross-functional company in real-time access to the logistics system and in real-time knowing the position of inventory management will have a positive impact on manufacturing systems because cross-functional in the company can monitor existing production systems and report production.

The coefficient path for the effect of internal logistics integration on retailer satisfaction shows a value of 0.165 with a t-statistic of 1.977. This finding demonstrates that there is a significant positive effect of internal logistics integration on retailer satisfaction in manufacturing companies in East Java. An enhancement in internal logistics integration will also significantly improve retailer satisfaction. The company's ability to integrate internal logistics provides access rights to cross-functional coordination and even access rights to the retailer to find out the position of the company's inventory in real-time. This information helps retailers to determine the accuracy of product delivery in terms of the right time and quantity of products available. Granting the right of access to external parties can help appropriate decision making. The coefficient path for the effect of manufacturing integration on retailer satisfaction is of 0.363 and t-statistic is 2.301. Manufacturing integration enhances retailer satisfaction. This finding proves that an improvement in manufacturing integration will also significantly enhance retailer satisfaction. Manufacturing integration built by the company through the adoption of ERP technology will enhance retailer satisfaction as the company can provide excellent service in delivering products on time and of the right quantity and promised quality.

Conclusion

The initial purpose of this study was to examine the effect of ERP, internal logistics integration and manufacturing integration on retailer satisfaction. The results showed that five of the six hypotheses were supported and one hypothesis was rejected. The results showed that ERP technology influences internal logistics integration. However, ERP technology does not affect manufacturing integration. ERP affects retailer satisfaction. Internal logistics integration influences manufacturing integration. The internal logistics integration influences retailer satisfaction. Manufacturing integration affects retailer satisfaction. One of the interesting findings is proof that internal logistics integration mediates the influence of ERP technology on retailer satisfaction.



However, manufacturing integration did not mediate the influence of ERP technology on retailer satisfaction. This finding indicated that ERP technology adopted by the manufacturer improved retailer satisfaction directly and indirectly. Hence, this result paves the way for management to establish a superior ERP technology in the pursuit of better retailer satisfaction. This result also contributes to the current research in the field of supply chain management theory.

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